

KEY TECH MEDIC POLICIES

- Our standard full rate is \$144/hr.
- To be accurate, billable labor is prorated, rounded up to the nearest 5mins.
- Given that we require no retainer, to happily be there for our clients, short consultations via phone, email & text, 1min or longer, are logged on a tab (& billed when exceeding \$50).
- Travel costs depend on zip code (ex: 02906 = \$15 & East Greenwich \$90).
- For evening/weekend work OR If asked to prioritize your pressing needs, our labor rate is "time-and-a-half."

- After your initial project at our full rate, we will discuss any potential discounts to your account (such as for individuals, families, students or non-profits). (common discounts are \$12/hr off full rate)
- Further rate discounts can be earned by successful referrals to new clients, positive reviews online (let us know!), participation in maintenance programs & longterm patronage.

INCREMENTAL WORK

Most of our work is done on an incremental basis, meaning that we use multiple shorter sessions to solve problems more smoothly and cost-effectively.

Time between sessions is valuable, allowing some or all of the following:

1. Computer & logistical processes can run their course.
2. You or we can handle matters such as research, corresponding with a 3rd party or ordering parts.
3. You can acquaint yourself with any adjustments made to your system.
4. You can discover and document fresh concerns that become apparent.
5. You can finetune your strategy for further tech work.
6. We can schedule the next session.

Related to #4 above: If problems arise after a session with us, that usually just means more work, billed at normal rates, is necessary. Exceptions to this include:
A) if we make an error or misjudgment, at our discretion, we will correct the problem for free.
B) if while onsite, we overlook a key step, we'll waive the travel fee to return to finish.

FLAT RATE WORK

Some work is offered at our office for a flat rate. Generating a quote requires assessing your needs and strategizing together. This effort is generally billed at normal rates.

Quotes given are limited in scope & don't cover attention to other topics. A couple minutes time, at pickup and dropoff, specific to the procedure, would be included in the flat rate cost.

We offer a guarantee on flat rate work - for you to see the job was completed successfully. If you bring an issue to our attention within 25 days, and we determine that there are defects in our work or in the parts we supply, we will resolve that free of charge. Exceptions are:
-virus disinfections get a 3-day guarantee that the virus doesn't recur (since some people's habits lead them to reinfect themselves)
-if after a disinfection, we find your OS is corrupted or your data is still locked up by ransomware, the work to address that would be at standard rates.

New parts often come with a 3-12mo warranty. Most used parts have no warranty. If a warranty replacement becomes needed 30 or more days after repair, any Tech Medic assessment or labor would be billable.

After receiving a quote, if you want to move forward, we'd take a 50% deposit via:

- A) Venmo to @techmedicluc (tied to my cell phone 401-743-2559)
 - B) credit card over the phone (incurring a 3% surcharge to cover our fees)
- OR
- C) if you want to come with cash that can be arranged