



WORK AUTHORIZATION AND WAIVER OF LIABILITY

Our rates are \$169/hr. for tier 1 and \$299/hr tier 2. See examples on back, customer should discuss to be clear. \$30 on site/transport charge (pickup and dropoff amount to 2 charges) or drive time one way if greater than 20 minutes. 1 hour minimum in person, ½ hr minimum remote work. Same day cancellation/no call no show fee is \$100.

Initial for Rush, nights, weekends, immediate service. Adds \$100/hr, 1 hour minimum.

I understand any cost quoted is an estimate. Industry average tech budget is 7.5% and spending less than that reflects deferred maintenance that is the actual fair budget when comparing free estimate to actual charges.

1. **I am the customer or authorized agent of any equipment submitted for service.** I authorize Will Get I.T. Done, Inc. (Company) to diagnose and repair my equipment and furnish necessary materials. I release company from liability for any hardware, media, loss of profit, or direct, indirect, special, incidental, or consequential damage occurring during or after service. Company is not liable for lost or unrecoverable data. Customer agrees to ensure all expected work is completed satisfactorily at the close of a service call - we suggest use of a checklist. **Service is on a time and materials basis and it takes time to make sure everything is correct. More time may be needed to make sure everything is complete. Follow up work is billed.**
2. **Diagnosis, system planning and consulting is billed at regular hourly rate.** Diagnosis may involve replacing suspected parts at customer's expense, that may lead to further diagnosis. Electronics may contain unique parts which can only be diagnosed by replacement, and WGID can not stock parts for every model for this purpose. Many computer issues are compound, for example a suspected bad power supply may be replaced and could lead to determination that the motherboard is the actual faulty part. Payment is due for all non-stock parts involved in diagnosis. **Advice and concierge shopping are services billed at our normal rate.**
3. **Payment:** For single-instance work I understand that payment is due in full at the completion of service. For customers who use company's services regularly we invoice under Net 30 with 10% monthly interest. I authorize Company to charge card provided for outstanding balance. Customer agrees to pay a \$25 open balance fee each month that no payment is received. **Company is not a lender, we accept credit cards for your financing needs.** Company's labor rate and attorneys fees apply to collection of overdue balances. I agree to pay a \$50.00 fee for returned checks. Payment is due whether service is successful or not. Company may hold customer's property until bill is paid in full.
4. **Estimated Completion Time:** Will Get I.T. Done, Inc. strives to complete all work in a timely manner. Most repairs take most 1 to 5 business days. Please let us know if it is a rush, additional rate applies. We pay for rush shipping when needed and pass on fees. You will be notified when your system is ready, or if additional information or more extensive repair is required. Customer agrees that WGID is not liable for computers picked up before completion due to their prerogative and they are still liable for payment for services.
5. **Data Recovery:** If data recovery service is requested, I understand that, even if the data is successfully recovered, there is a possibility that individual files and directories may still be inaccessible. Data Recovery is \$300 minimum and results are not guaranteed.
6. **Privacy:** Will Get I.T. Done staff are required to treat customer's personal information as confidential and are prohibited from viewing, copying, discussing or distributing such data except as needed to fulfill service requests, or as required by law. WGID and its agents will act diligently to protect the confidentiality of any data left in our care, but are not liable for loss or theft of data.
7. **Abandonment:** If you do not pick up your equipment within thirty (30) days after we notify you that work is complete, we will treat your equipment as abandoned. You agree to hold WGID harmless for damage or loss for abandoned property. All charges are still due.
8. **Guarantee / Warranty:** New parts purchased from WGID are often guaranteed by the manufacturer; customer can make warranty claims. Customer agrees WGID liability is limited to forfeiting our charges. WGID does not warrant parts in the event that manufacturer warranties are irredeemable. Many computer issues are caused by malware or user damage to software, and no software or antivirus program is perfect. Will Get I.T. Done, Inc. makes no warranty or guarantee as to the success of our labor on your behalf, and using antivirus does not guarantee your equipment is safe from viruses. **Returns of parts or computers accepted at our option with a 20% restocking fee.** Please backup your data regularly. Electronics can fail anytime, ask us to verify your backup. Company does not guarantee protection from risks, predators or threats of any kind. We do offer services that may help mitigate these.
9. **Scope of Work:** Will Get I.T. Done, Inc. will perform the work agreed upon and deemed necessary to fulfill your requests. This includes indicating agreement on third party installers, which Will Get IT Done accepts on behalf of customer to complete requested software installation on behalf of customer; WGID is not party to that agreement. This agreement applies to all work performed unless agreed in writing. If any part of this Agreement is found to be invalid or unenforceable under law, all other parts continue to apply.
10. **Governing Law and Jurisdiction:** This Agreement is to be governed by the laws of the State of Maryland and adjudicated exclusively in the County of Anne Arundel. Any part of this agreement that is unenforceable is struck and all other parts continue to apply. Customer agrees to pay/donate \$500 to a local charity of Company's choosing in addition to judgment entered in company's favor within 3 months of judgment.

I HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE TERMS AND CONDITIONS

Signed

Printed Name

Date

Will Get I.T. Done, Inc.
702 Melrose St.
Annapolis, MD 21401

Use this credit card for billing:

Expiration Date: _____ Security Code: _____ Zip _____

Tier 1 Services

- Computer diagnosis
- Data transfers
- End user support
- Basic Router setup
- Computer and device concierge service (shopping, ordering)
- Home Mesh Network setup
- Respectfully listening to disgruntled users and discussing deferred maintenance verses proactive (responsible) tech budgeting

Tier 2 Services

- Issues outside normal scope of tier 1
- Cyber Security Risk Assessments, Cybersecurity
- Business Continuity consulting
- Business System and Network Analysis
- Cameras & Security systems, Smart Homes
- Server and Cloud administration, server grade backup
- Virtualization, Salvage of outdated systems
- Advanced router setup, port forwarding, LAN services, Wireless Bridge
- Working on more than one device at the same time
- Business multi-point wireless networks
- Executive Consulting, leadership, senior tech advice

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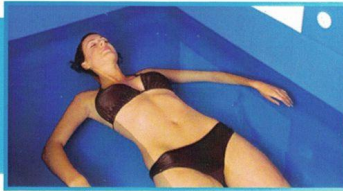


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