

Scott Bruder Service, Terms & Conditions

ScottB.ca Residential Services – Terms & Conditions

By engaging ScottB.ca (“Contractor”) for setup, support, or maintenance services (“Services”), you (“Client”) agree to the following terms.

Scope of Services

ScottB.ca provides technical support, installation, maintenance, and training for residential systems, including computers, networks, and related hardware and software. All Services are provided **as available and by appointment**, subject to scheduling.

Billing and Payment

- Standard residential hourly rate: **\$120/hr**, billed in 1-hour minimum increments. After the first hour, billing is in **30-minute increments**. Emergency or after-hours visits are billed at **double the standard rate (\$240/hr)** in 1-hour increments.
- Labour charges are invoiced on the **first day of the month** for Services performed in the previous month and are **due immediately**.
- Payment is preferred via Interac e-transfer to **pay@scottb.ca**. Alternate payment methods must be agreed in writing. Credit card payments are subject to a **3% processing fee** and require a completed authorization form.
- Overdue accounts may result in suspension of Services after **30 calendar days** and potential deletion of Client data after **60 calendar days** of no communication, with no option for recovery.

Liability and Warranty

- ScottB.ca will perform Services in a professional and workmanlike manner but provides **no express or implied warranties**, including guarantees of success. Advice is based on experience and best practices.
- Clients acknowledge that ScottB.ca **is not responsible for data loss, downtime, or other consequences** arising from Services.
- Liability for any claims is **limited to the total amount paid for the specific Services giving rise to the claim**.
- ScottB.ca shall not be liable for any indirect, incidental, consequential, or punitive damages, including loss of data, income, or profits.
- Hardware provided by ScottB.ca carries the **original manufacturer’s warranty**. Assistance with manufacturer claims is a **billable service**.
- Cabling and installations performed by ScottB.ca carry a **limited 90-day workmanship warranty**.

Client Responsibilities

- Clients must confirm that they are the **owner or authorized manager** of the systems receiving Services.
- Clients are responsible for **maintaining system backups** and ensuring safety and security of data during Services.

- ScottB.ca stores sensitive information securely for the duration required to perform Services and does **not retain data long-term**.

Confidentiality

- ScottB.ca will not disclose or share Client information or data obtained during Services, except as required by law.
- This confidentiality is **one-way**: Client data in the possession of ScottB.ca will not be released or shared without permission.

Termination and Cancellation

- Either Party may terminate Services with written notice.
- Cancellation of scheduled visits requires **24 hours' notice** to avoid billing.
- Subscription services require **30 days' written notice** to cancel. Refunds for partial months or yearly subscriptions may be granted at ScottB.ca's discretion.

Acknowledgment

By signing below, the Client confirms they have read and agree to these terms.

Name: _____

Address: _____

Email: _____

Phone: _____

Client Signature: _____

Date: _____

Date: _____