



VIP MAINTENANCE PLAN SERVICE AGREEMENT

"where people, service, and technology meet"

THIS SERVICE AGREEMENT dated **March 22, 2020**,

--BETWEEN--

iLikeTech, a Price Services, LLC. brand

"The Service Provider"

--AND--

Address: 5891 Bushnell Drive
New Kent, Virginia, 23124
Phone: 804.381.3135
Email: iLikeTech.net@gmail.com

Address:

"The Client"

Phone:
Email:

I. BACKGROUND

"The Client" is of the opinion that "The Service Provider" has the necessary qualifications, experience and abilities to provide tailored computing services based upon the relationship and needs of "The Client".

"The Service Provider" is agreeable to providing such services to "The Client", on the terms and conditions as set out in this agreement.

IN CONSIDERATION OF the matters described above and the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the parties to this Agreement agree as follows:

II. VIP PLAN SELECTION & TERMS

PLAN SELECTION		SETUP FEE		TOTAL COST	TOTAL RENEWAL COST if by renewal date below	
<input type="checkbox"/> \$199 VIP Personal <input type="checkbox"/> \$339 VIP Family <input type="checkbox"/> \$499 VIP Premium <input type="checkbox"/> \$849 VIP Elite		<input type="checkbox"/> \$89 VIP Personal <input type="checkbox"/> \$109 VIP Family <input type="checkbox"/> \$129 VIP Premium <input type="checkbox"/> \$149 VIP Elite				
START DATE:		START DATE:			RENEWAL DATE:	

III. CLIENT DEVICE INFORMATION

TYPE:				
MAKE:				
MODEL:				
SERIAL:				
NOTES:				

Additions or modification to client devices covered under this Agreement will be documented in APPENDIX A.

IV. ENGAGEMENT

"The Client" hereby agrees to engage **"The Service Provider"** to provide **"The Client"** service engagements based upon VIP Plan Selection chosen by **"The Client"** in Section II: VIP PLAN SELECTION & TERMS of this Agreement. VIP Plan Selection engagement and other useful definitions can be found in Section V: DEFINITIONS.

The details of the VIP PLAN SELECTIONS are as follows:

A. VIP PERSONAL PLAN

- **(2) Computer Limit**
- (1) Maintenance Visit (or House Call) *
- (2) Reactive Remote Support Hours *
- (2) Device Optimization & Clean Ups
- Includes Pickup and Delivery**
- Includes Dedicated iLikeTech Support client
- Includes 5% off computer, hardware, or software purchases

B. VIP FAMILY PLAN

- **(3) Computer Limit**
- (2) Maintenance Visit (or House Call) *
- (2) Reactive Remote Support Hours *
- (3) Device Optimization & Clean Ups
- (1) Consultation / Training Hours
- Includes Pickup and Delivery**
- Includes Dedicated iLikeTech Support client
- Includes 5% off computer, hardware, or software purchases

C. VIP PREMIUM PLAN

- **(4) Computer Limit**
- (3) Maintenance Visit (or House Call) *
- (4) Reactive Remote Support Hours *
- (4) Device Optimization & Clean Ups
- (2) Consultation / Training Hours
- Includes Pickup and Delivery**
- Includes Dedicated iLikeTech Support client
- Includes 10% off computer, hardware, or software purchases

D. VIP ELITE PLAN

- **(6) Computer Limit**
- (4) Maintenance Visit (or House Call) *
- (4) Reactive Remote Support Hours *
- (6) Device Optimization & Clean Ups
- (4) Consultation / Training Hours
- Includes Pickup and Delivery**
- Includes Dedicated iLikeTech Support client
- Includes 10% off computer, hardware, or software purchases

*Pickup & Delivery and Maintenance Visits services are only available within a 40-mile radius of Richmond, Virginia postal code 23219. See here for ["The Service Provider" Coverage Map](#). Any exceptions to the service and coverage area in this Agreement is at the discretion of the **"The Service Provider"**.

Reactive Remote Support requires the **"The Client" has a reliable internet connection with a minimal speed of 10Mbit/s download and 1Mbit/s upload and that the client is able to at least visually logon their device.

V. DEFINITIONS

CONSULTATION / TRAINING – an hourly engagement for remote or on-site consultation or training that consist of, but not limited to: tech strategies and solutions, basic computing and productivity skills, media / streaming solutions, photo / data / cloud syncing tutorials, etc. Generally, includes a maximum of four attendees, documentation, and an opportunity to address any outstanding topics or questions.

DEVICE OPTIMIZATION & CLEAN UPS – a flat rate engagement that includes up to two-hours of proactive device maintenance that usually consist of junk program removal, optimized startup, internet browser optimization, virus, malware, spyware scan & removal, operating system feature & security patches, and third-party software updates, and an opportunity to address any outstanding issues or questions.

HOUSE CALLS - an hourly in person engagement that consists of, but not limited to: operating system, software, email, or internet troubleshooting, domain / website / social media support, internet browser issues, photo / data / cloud syncing issues, tech & network inspections, security risk assessments, storage health check, secure data backup / drive image, component dusting / cleaning tech tips & tricks, and an opportunity to address any outstanding issues or questions.

ILIKETECH SUPPORT CLIENT – a dedicated application that runs on a client device to streamline Reactive Remote Support and/or other remote engagements. This application allows for screen and file sharing to aid in the resolution of common device issues. The application is dependent upon the client's device being operable and a reliable Internet connection for both parties.

MAINTENANCE VISITS – a VIP Plan feature that includes up to two-hours of proactive device maintenance that usually consist of: tech & network inspections, security risk assessments, storage health check, secure data backup / drive image, component dusting / cleaning, tech tips & tricks, and an opportunity to address any outstanding issues or questions.

PERIPHERAL - a separate device used to put information into and get information out of the computer. Examples include, but not limited to: mouse, keyboards, image scanners, barcode readers, game controllers, digital watches, light pens, light guns, microphones, speakers/headphones, headsets, digital cameras, webcams, dance pads, portable disk drives, USB flash drives, memory cards and tape drives.

PICKUP & DELIVERY – a flat rate device transportation service for devices that require additional off-site repair service or maintenance.

PRIORITY BOOKINGS – a VIP Plan feature that allows VIP clients first availability on maintenance visits or reactive remote support bookings.

REACTIVE REMOTE SUPPORT - an hourly remote engagement that consists of, but not limited to: operating system, software, email, or internet troubleshooting, domain / website / social media support, internet browser issues, photo / data / cloud syncing issues, tech tips & tricks, and an opportunity to address any outstanding issues or questions. Reactive Remote Support requires a reliable internet connection with a minimal speed of 10Mbit/s download and 1Mbit/s upload and that the client is able to at least visually logon their device.

REPAIR SERVICE – an hourly engagement to replace one or more defective, damaged, or failed device components. Repair services are generally not included in maintenance visits or VIP Plans.

VI. TERMS & CONDITIONS OF AGREEMENT

1. **"The Service Provider"** hereby agrees to the following response times for engagement requests:
 - 24 business hours to respond to phone calls, emails, or text messages
 - 48 business hours to respond to Reactive Remote Support requests
 - 48 business hours to respond to Device Optimization & Clean Up requests
 - 72 business hours to respond to Maintenance (or House Call), Consultation, or Training requests
2. **"The Service Provider"** business hours are: Monday – Friday 6:00pm – 11:00pm, Saturday 9:00am – 2:00pm EST excluding holidays. Any exceptions to these hours of operation in this Agreement is at the discretion of the **"The Service Provider"**.

3. All "The Client" devices listed in Section III: CLIENT DEVICE INFORMATION and in Appendix A: ADDITIONAL CLIENT DEVICE INFORMATION / REPLACEMENT must be operable and pass a device specific diagnostic test which must be performed by "The Service Provider" prior to being covered under the services and terms outlined in this Agreement.
4. This agreement does not cover liability for injury that results from inherent defects in "The Client" devices, equipment or operation.
5. All maintenance parts and material under this Agreement shall be warranted for a period of 90 days.
6. Any maintenance, services, or warranty work performed on "The Client" listed devices by anyone other than an employee of "The Service Provider" will void all warranties implied or expressed by "The Service Provider".
7. There are no featured maintenance activities or services performed on printers, peripherals, TVs, home / audio equipment, or mobile devices with Android or Chrome based operating systems. These specific client devices may be serviced by another provider other than "The Service Provider".
8. Repairs, replacement parts, and any additional labor performed in execution of the manufacturer's warranty are outside the scope of this Agreement and are considered repair service. Any necessary repairs or parts replacement shall be brought to the attention of "The Client", and any costs related to these repairs or parts replacement must be authorized, in writing, before any work is performed. Repair costs shall be determined from our standard labor rates, less 5% or 10% according to VIP Plan Selection.
9. If "The Client" devices become inoperable or damaged, "The Client" may request an addendum to this Agreement in writing to update the Appendix A with a replacement device to be covered under the remaining term of this Agreement. There will be a \$29.00 fee that must be paid in advance by "The Client" prior to performing any work on the replacement device.
10. If "The Service Provider" is unavailable to engage the needs of the "The Client" due to conflicting bookings, health reasons or hospitalization, family crisis, or vacation, "The Client" should be notified at least one-hour prior if in the capacity to do so for re-scheduling or cancellation.
11. "The Service Provider" shall not be responsible for cancellation or delay in delivery of services, engagements, or performance resulting from causes beyond "The Service Provider" reasonable control, including, but not limited to: acts of God; strikes or other labor disturbances; equipment failure; delays in transportation, inability to obtain fuel, materials, or other parts; war; acts of terrorism; riot; epidemics; floods; fires; severe weather conditions; accidents.
12. Renewal notices will be sent via email and/or U.S mail 30 days prior to the Agreement end date. If Agreement is not renewed by renewal date, the Agreement will be terminated at midnight of the Agreement end date. "The Client" will incur a setup fee to re-establish the terms of a new Agreement.
13. "The Client" will be notified via email and/or U.S mail 30 days in prior to any service or VIP Plan price increases by "The Service Provider". Any VIP Plans that are scheduled to renew within the 30 days of the price increase notification if paid by the renewal date on this Agreement.
14. This Agreement contains the entire understanding between "The Service Provider" and "The Client". Any modification, amendments, or changes must be made in writing and signed by both parties.
15. "The Client" agrees to pay for all costs of collection, attorney fees, and court costs if this Agreement or issues related to this Agreement are litigated.

VII. SIGNATURES

"The Client"Date

"The Service Provider"Date

APPENDIX A: ADDITIONAL CLIENT DEVICE INFORMATION / REPLACEMENT

TYPE:				
MAKE:				
MODEL:				
SERIAL:				
NOTES:				
	<input type="checkbox"/> ADDITION CLIENT DEVICE INFORMATION	<input type="checkbox"/> UPDATES TO CLIENT DEVICE INFOMATION	<input type="checkbox"/> REPLACEMENTS TO CLIENT DEVICE INFORMATION \$29.00 FEE	