



Service Agreement

Please read this before the session begins. By signing, both parties agree to everything below. If anything is unclear, please ask before signing.

The Lady Tech has over 30 years of computer experience, is Police Criminal Record Checked, and serves East York and the surrounding Toronto area. This agreement protects both parties.

The service provider is not a certified technician.

WHAT THIS SERVICE COVERS

The service provider offers in-home software support for computers, phones, tablets, and related devices. Services are software only — no hardware repairs. Each session may include organizing, teaching, fixing, or any combination of these, as discussed and agreed before the session begins.

WHAT IS NOT COVERED

- Hardware repairs, replacements, or upgrades of any kind
- Data recovery from failed or damaged drives
- Network installation or physical wiring
- Any activity that is illegal, unethical, or intended to harm others — including hacking or any attempt to access accounts or devices without authorization
- The service provider may decline any work that was not part of what was agreed, or is beyond the service provider's ability

CLIENT RESPONSIBILITIES

- The client is responsible for backing up all important files before the session. The service provider is not responsible for any data loss
- The client must provide all passwords and access needed to complete the work. If necessary access cannot be provided and the session cannot proceed, the one-hour minimum fee applies. If the session can proceed but access is limited, it will continue only as far as possible and the full session fee still applies
- Known device issues must be mentioned before the session begins. Undisclosed issues may affect what can be accomplished in the session and the time required
- By signing, the client confirms they are the legal owner of all devices being worked on. If this is found to be untrue, the client assumes full liability for any resulting claim
- Personal files may be seen by accident during the session. The client must remove anything private before the session begins

INITIALS: _____



HOW SESSIONS WORK

- Sessions take place at a location agreed upon by both parties in advance, or by video call where arranged ahead of time
- Travel outside East York may be subject to an additional fee, confirmed at time of booking
- The client must be present for the full session
- Only the files, passwords, and information needed to complete the agreed task will be accessed — nothing else
- If software is used to view or control the device from another location, the client agrees to this only for completing the agreed task. This access ends when the session ends. The client may end remote access at any time by closing the software or disconnecting the device
- Sessions are a minimum of one hour. If the work will take longer than expected, the client will be told before any extra time is charged. The client may choose to stop at that point
- If a video call session is interrupted by a technical failure outside the service provider's control, time already worked is billable. The session may be rescheduled or continued at both parties' discretion

PAYMENT

- \$80 per hour — one hour minimum
- After the first hour, sessions are billed in 30-minute increments. For example, 1 hour and 20 minutes is billed as 1 hour and 30 minutes (\$120)
- Payment is due at the end of each session
- Accepted: cash or Interac e-transfer to hello@theladytech.ca
- Cheques are not accepted
- All payments are final and cannot be refunded
- If the client cancels with less than 24 hours notice, the one-hour minimum fee applies
- If the session cannot proceed due to an unsafe environment, the one-hour minimum fee applies plus any time already worked

THIRD-PARTY SOFTWARE

- The service provider may recommend or install third-party software (such as remote access tools, password managers, or security apps) to complete the agreed work
- The service provider is not responsible for the performance, updates, privacy practices, or any issues arising from third-party software after the session ends
- The client may choose to decline the installation of any software at any time



REFERRALS

- If a hardware issue is identified during a session that is beyond the scope of this service, the service provider may refer the client to an appropriate repair provider
- Time spent identifying the issue and making the referral is billable at the standard rate
- The service provider is not responsible for any work or outcomes from referred third parties

IF SOMETHING GOES WRONG

- Technology is unpredictable and outcomes may vary — specific results cannot be guaranteed
- In the unlikely event that a technical issue worsens as a direct result of work performed during the session, the service provider's responsibility is limited to the cost of that session
- The service provider is not liable for any indirect or consequential losses arising from the session, including lost data, lost income, or missed opportunities

PRIVACY

- All client information is kept strictly private and is never shared with anyone
- No copies of passwords, files, or personal data will be kept
- If the client wishes to record or photograph the session, permission must be requested from the service provider beforehand
- If anything illegal is found on a device during a session, the service provider will report it to the appropriate authorities

ENDING A SESSION

- The service provider has the right to end a session at any time and for any reason, including personal safety concerns
- If a session ends early for any reason, payment for time already worked is due at that time

GENERAL

- This document is the full agreement between both parties
- Any changes to this agreement must be made in writing and agreed to by both parties
- If any part of this agreement is found to be invalid, the rest still stands
- This agreement follows the laws of the Province of Ontario



Agreement & Signature

By signing below, both parties confirm they have read and understood this agreement and agree to its terms.

CLIENT

Full Name (Print)

Service Location

City / Postal Code

Phone

Email

Signature

Date

SERVICE PROVIDER

The Lady Tech (Print)

Signature

Date

If Arranged by a Family Member

Full Name (Print)

Relationship to Client

Phone / Email

Two copies signed — one for each party.