

Terms and Conditions

Quick Support

Weiskopf Consulting, LLC will provide a remote help desk service engineer for: User/Desktop Support – This is to assist with troubleshooting: restoring performance, cleaning malware, and identifying the root problem with your computers. Common and industry standard productivity applications (e.g. Microsoft Office) are within scope, however, specialized, customized or custom built software applications are out of scope.

Remote Control

Before requesting remote access to your PC, the support engineer will discuss the problem you are experiencing and will explain what actions are being taken.

- *You retain full control of your PC at all times during the remote help session*
- *You can end the session at any time*
- *You should remain at your PC for the duration of the remote help session*
- *The nature of the problem and solution(s) may depend on your system and other variables unknown to the support engineer*
- *Weiskopf Consulting does not accept any liability for lost data or any installed programs on your computer, including any computer protection (firewall or virus scanner).*
- *Data security is the sole responsibility of the customer. Liability is restricted to intent and gross negligence.*

Assistance is provided only as a convenience to end users of Weiskopf Consulting. The user agrees that actions and solutions implemented by the Weiskopf Consulting support engineer are entirely at the user's own risk. Remote support is provided without warranties of any kind. Weiskopf Consulting or its employees will not be liable for any direct, indirect, or other damages, loss, cost or liability whatsoever that result from, or are related to the remote help session provided by Weiskopf Consulting.

Rates and Cost

Quick Support is provided by Weiskopf Consulting, LLC at the rate of \$150.00 per hour.

Emergency Service is \$200.00 per hour.

You will be Invoiced after your service is complete and directed to pay online.

Hardware and Software

Software: Weiskopf Consulting, LLC will not take any responsibility for software installations that are unsuccessful that is a direct result of a flaw, bug or discrepancy in the software itself. We cannot anticipate properly the behavior of non-standard, beta, newly released and unique software in any environment. Hardware: Weiskopf Consulting, LLC will not take responsibility for any hardware that does not work or function as advertised or denoted in the product description. We do not guarantee that newly released hardware that has flaws, bugs and discrepancies that prevent us from achieving our goals will work to the level of satisfaction the client is requesting.

Confidential Information

During the course of our relationship it may be necessary for members of our staff to come in contact with information deemed confidential by you. Weiskopf Consulting, LLC agrees to use commercially reasonable efforts to maintain in confidence all information of a competitively sensitive or proprietary nature that it receives in connection with the work performed pursuant to this Agreement. Additionally, you agree to take reasonable steps to identify for the benefit of Weiskopf Consulting, LLC and its subcontractors and agents any information of a competitively sensitive or proprietary nature.