

# Tech-Insured

## Service Contract

Thank you for choosing Sourcery Studios!

### 1. Definitions and Scope

1a. This contract is between \_\_\_\_\_, (you,) and Sourcery Studios, (Sourcery.) This agreement defines the sorts of things you are entitled to ask of Sourcery, (the service,) and the schedule of payment for those services.

1b. Sourcery retains the right to modify this contract from time to time. You agree that it is sufficient to be notified via e-mail of any changes to the service, until and unless you opt-out of e-mail based communications from Sourcery. You agree that opting out of e-mail based communication does not imply disagreement with changes to the Service, and you agree that it is your responsibility to visit [www.sourcerystudios.com/techinsuredcontract.pdf](http://www.sourcerystudios.com/techinsuredcontract.pdf) to stay informed of those changes.

1c. While this contract attempts to outline the service provided by Sourcery, you acknowledge that because technological problems are by their nature unpredictable, that the service is only a promise to assist you with any problems you may experience and that Sourcery can not and does not promise to be successful in that assistance. (But we usually are!) You agree that Sourcery is not responsible for any malfunctions or damages to your equipment that occur during or because of the service.

## 2. Services and Benefits

2a. Emergency Service Points: Every month, you are given two Emergency Service Points per system covered by the Service. These points may be saved, and spent at a later date to reduce the cost of repairing a systems malfunction. Sourcery will keep track of the Emergency Service Points that you are entitled to collect upon. These points are non-transferable, and expire upon the cancellation of your account.

2b. Preventative Maintenance: From time to time, Sourcery will schedule appointments to perform routine maintenance on your equipment. This service comes to you free of cost. This maintenance time will last about an hour, and can be spent on any equipment that you designate. We're also happy to simply spend the hour answering any questions you may have.

2c. System Repair: If at any time your equipment fails, Sourcery will visit you to diagnose and/or repair the problem. Sourcery will arrive in as timely a manner as is possible, and will schedule all repairs on a first-come-first-served basis. System repair is offered to you at a rate of \$40 per hour. You may spend your accumulated Emergency Service Points to half this cost at one hour per point. (E.g. a six hour job with four points would cost  $\$160 - 20 \times 4 + 40 \times 2$ )

2d. System Construction: From time to time, you may need to upgrade your equipment. Sourcery will provide free Emergency Service Points for your account upon the purchase of equipment through Sourcery, at a rate of 1 point per \$100 paid by you.

### 3. Schedule of Fees

3a. The price of the service is \$9 per month per system covered. This fee is due every six months, and may be paid up to one year in advance.

3b. System Repair and/or Construction bills are given upon completion of the repairs, and are due on receipt.

3c. Accounts become over-due 30 days after they are due. Sourcery reserves the right to apply a 12.045% APR interest rate (0.033% compounded daily) to all overdue accounts.

### 4. Agreement

4a. By signing below, you agree to all clauses of the Tech-Insured Service Contract. Your contract begins on the date you specify below. The credit card information you provide below will be used to render payment each month until you cancel your account.

Name of Account Holder

Please Print

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Signature of Account Holder

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Date of Account Creation

DD / Month / YYYY

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Card Number

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Card Expiration Date

CVC Code

Card ZIP Code

MM / YY

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