

**RESIDENTIAL TECHNOLOGY SERVICE AGREEMENT**

Clear expectations before the first cable gets plugged in.

This Agreement is between **Chadfi IT** ("Chadfi IT") and the client identified below ("Client" or "you"). It covers every service Chadfi IT performs for you, now and in the future, unless we sign something different. Please read it, complete the client details, sign, and return a copy to help@chadfi.com before scheduled work begins.

\$120 / hr One rate for everything, billed in half-hour increments	1 hr minimum Remote or drop-off. Onsite visits carry a 2-hour minimum	\$0 Free discovery call, and no charge if I can't fix it	No hardware sales I tell you what to buy. You buy it. I set it up
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Client details

CLIENT NAME

PHONE

EMAIL

SERVICE ADDRESS

CITY

EFFECTIVE DATE

BRIEF DESCRIPTION OF THE WORK REQUESTED

1. Services, Rates & Estimates

Chadfi IT provides residential technology services — network and Wi-Fi, media servers, smart home, backups and security, private/local AI, and everyday computer help — at a flat rate of **\$120 per hour**. Time is billed against a **one-hour minimum** (two hours for onsite visits) and thereafter in **half-hour increments**. Work may be performed remotely, by device drop-off, or onsite at the service address above.

The initial remote discovery call is free. Any written or verbal estimate is a good-faith approximation, not a fixed-price quote; actual time depends on what is found once work begins. **If a job is trending more than 25% over its estimate, Chadfi IT will stop and get your approval before continuing.** Travel within the service area is included in the onsite minimum; onsite work elsewhere is by separate arrangement.

2. No Fix, No Pay Guarantee

If Chadfi IT cannot resolve the specific issue you engaged it to fix, you owe nothing for that attempt. The guarantee does not apply where:

- you ask Chadfi IT to stop, or decline a recommended fix;
- the cause is failing or defective hardware, or a third party (internet provider, manufacturer, software vendor, cloud service);
- the issue falls outside the agreed scope, or is a new issue discovered mid-job;
- the work was completed as requested (for example, a setup, install, migration, or consultation) rather than a diagnostic repair.

Work outside the guarantee remains billable at the standard rate.

3. Hardware, Software & Third Parties

Chadfi IT does not sell hardware and earns nothing on what you buy. You purchase any needed equipment (recommendations gladly provided) and Chadfi IT installs and configures client-supplied, retail-available devices. All hardware and software is covered solely by its manufacturer's or publisher's warranty and terms; Chadfi IT gives no warranty on third-party products and is not responsible for their defects, updates, outages, subscription costs, or discontinuation. You are responsible for holding valid licenses for any software installed at your request.

4. Scope Limitations

To keep work safe and above-board, Chadfi IT performs **plug-and-play services only** and does not:

- run low-voltage or in-wall cabling;
- drill into or penetrate walls, ceilings, floors, or other structures;
- climb ladders or perform any work at height;
- perform electrical work beyond plugging into a standard wall outlet.

Work requiring any of the above will be referred to an appropriately licensed professional. Chadfi IT is not responsible for work performed by any referred party.

5. Client Responsibilities

You agree to: provide accurate information and the passwords, account access, and administrative credentials needed to do the work; hold the legal right to the devices, accounts, and content involved; have an adult (18+) present for the duration of any onsite visit; provide a safe, reasonably accessible work area with pets secured; and disclose known problems with the equipment. Delays caused by missing access or information are billable.

6. Data, Backups & Privacy

You are responsible for maintaining current backups of your data. Chadfi IT will take reasonable care and, where practical, back up data before major work, but data loss can occur during any computer service — especially on aging or failing hardware — and **cannot be guaranteed against**. You accept this risk and agree Chadfi IT is not liable for lost, corrupted, or inaccessible data.

Remote sessions happen only with your approval, on your screen, and end when the work does; no standing remote access is left behind. Chadfi IT may incidentally see files while working and will treat everything it sees as confidential, will not copy or retain your data beyond

what the job requires, and will not share your information with anyone except as required by law. Credentials shared for the job should be changed by you afterward.

7. Legitimate Use

Services are provided for lawful purposes only. Media-server, download-automation, and AI services are configured for your legally owned or licensed content. Chadfi IT does not assist with piracy, circumventing copy protection, accessing accounts or devices you do not own, or any unlawful use, and may decline or stop work — with time incurred still billable — if it reasonably believes a request crosses that line.

8. Disclaimer & Limitation of Liability

Services are provided on a best-effort, "as-is" basis without warranty of any kind, express or implied, including fitness for a particular purpose. Chadfi IT's total liability for any claim arising from the services is limited to the amount you paid for the specific service giving rise to the claim. Chadfi IT is not liable for indirect, incidental, special, or consequential damages, including lost data, lost income, or the cost of replacement equipment or services, even if advised of the possibility. Chadfi IT is not responsible for pre-existing hardware faults, third-party products and services, issues outside the agreed scope, or problems arising after work is complete from changes you or others make.

You agree to hold Chadfi IT harmless from claims arising out of your misuse of the systems configured, unlawful content, or breach of this Agreement. Nothing here limits liability that cannot be limited under California law.

9. Payment, Cancellation & Drop-offs

Payment is due **upon completion of work** unless otherwise agreed in writing. Balances unpaid 15 days after invoice may accrue a late charge of 1.5% per month (or the maximum allowed by law, if less) plus reasonable collection costs. Either party may cancel or reschedule with reasonable notice; onsite visits cancelled with less than 24 hours' notice, or missed, may be billed the one-hour minimum. You remain responsible for time already spent on work in progress. Dropped-off equipment not collected within 60 days of notice that it is ready will be considered abandoned.

10. Availability

Chadfi IT operates evenings and weekends alongside a full-time position. Scheduling is by mutual agreement; Chadfi IT does not offer emergency response and makes no guarantee of response time. Chadfi IT is an independent contractor, not your employee or an agent of any other company.

11. General Terms

This Agreement, together with any written estimate or email confirming a job, is the entire agreement between us and replaces any prior understanding. Changes must be in writing (email counts). If any part is found unenforceable, the rest stands. This Agreement is governed by California law; any dispute will be handled in the courts of Tehama County, California, or in small claims court where eligible. Electronic and typed signatures are valid and binding. Sections 6 through 9 survive completion of the work.

By signing below, you confirm that you are at least 18 years old, are authorized to approve work on the equipment and accounts involved, and have read, understood, and agree to the terms above.

CLIENT SIGNATURE

Printed name: _____

DATE

CHADFI IT REPRESENTATIVE

Danny Chadwell, Owner

DATE

What happens next The same three steps as every job.

1 Return this agreement

Sign and email it to help@chadfi.com, or bring it to the visit. Typed signatures are fine.

2 We do the work

Remotely while you watch your own screen, by drop-off, or onsite. You'll hear from me before anything runs long.

3 Walkthrough & handoff

I show you what changed and how to run it. You pay when the work is done — and only if it's fixed.

Chadfi IT · Red Bluff, California · help@chadfi.com · chadfi.com
Residential Technology Service Agreement · Rev. September 2026