

Plain English Agreement

Teenage Technology Helpdesk in the Northshire of VT



Codex helps individuals and small businesses with computers and mobile devices. We are smart, honest, and hardworking students who have decided to offer assistance to people who want live local tech support.

Rules of Engagement

1. We at Codex know a little about a lot of different technologies. PCs, Macs, Windows, Networking, Comcast, iPhones, Androids, Tablets, TVs, etc. However, we don't know everything and many times the answer to a question will be "I don't know, let me look into that for you."
2. All services are offered as best efforts, no guarantees. If anything goes wrong, we are not responsible. This is especially true with backups!
3. We do NOT want your passwords. You may choose to tell us because it makes things go faster, but we do not want them and are not responsible for keeping your passwords safe.
4. Let us coach you (most of the time). It is always better for you to do the typing and clicking with us guiding you. Sometimes it may make sense for us to fix stuff, but try to keep us off your keyboard.
5. Work the list. We will fill out a checklist for each of your devices to make sure they are in good health. You should keep a list of things you want us to help you learn. That way, we can prioritize our time together.
6. We only help with hardware and software you own. We can't work with pirated software or media.
7. Payment is requested at time of service delivery. We charge \$25/hour billed in half hour increments. Make checks payable to Codex VT.

Agreed By

Client signature

Date

Codex consultant signature

Printed name

Printed name