

# Salerni Creative Support Policy Agreement

This agreement outlines the terms, policies, and expectations for technology support services provided by Salerni Creative. By scheduling services or requesting support, you agree to the policies listed below.

## Rates

My standard support rate is \$100 per hour, billed in 15-minute increments.

For in-person visits, there is a one-hour minimum per visit. Travel is billed as a flat fee based on location, and I will always share the cost with you in advance so there are no surprises.

Remote support sessions are billed at the same hourly rate and do not include any travel fees.

If your request involves a larger project, extended setup, or ongoing support, I am happy to provide a custom estimate or recommend one of my monthly support plans to help you save on hourly costs.

Payment is due at the time of service unless otherwise arranged in advance.

## Billable Time

Billable time includes any time spent using my expertise to help you. This can include hands-on support, troubleshooting, setup, research, purchasing advice, planning, meeting you at a store, communicating with vendors on your behalf, or preparing for your session.

I always do my best to work efficiently and stay focused on solving the problem. I will not waste your time or drag things out, and I will never bill you for casual conversation or distractions.

I am paid for my time and expertise, not for a guaranteed outcome. Technology can be unpredictable. Something may work perfectly when I leave and act up again later. I always aim for solid, long-term solutions, but sometimes it can take more than one attempt to fully resolve an issue. In those cases, time spent working through the problem is still billable.

If I ever need to take a brief call or message from another client while I am working with you, you will not be billed for that time. And just as a reminder, that other client might be you next time.

## Payment

Payment is due at the time of service unless other arrangements are made in advance.

I currently accept cash, check, or Venmo. I do not accept credit cards at this time.

For remote support sessions, payment is due after our session is complete unless we have agreed on different terms ahead of time.

For in-person visits, payment is due at the end of the visit unless other arrangements have been made in advance.

Existing clients who are on a monthly support plan or who have established billing terms will be billed according to those terms.

Business clients are billed on the last day of each month. If payment has not been received within 7 days of billing, reminders will be sent out weekly. Service may be limited or paused until your balance has been paid in full.

For larger projects, extended setup, or hardware purchases, payment terms will always be discussed and confirmed in advance so there are no surprises.

### **Email, Phone, or Remote Support**

Many technology issues can be solved without an in-person visit. Whenever possible, I start with email, phone, or remote support since it is often the fastest and most efficient option for everyone.

For existing clients, short questions or quick check-ins that take under 5 minutes are not billed.

For longer interactions or for new clients, time is billed at my standard rate in 15-minute increments, with no travel fees and no minimum session time.

I use my discretion to determine whether email, phone, remote support, or an in-person visit will provide the most value for your situation. If I feel your issue cannot be solved remotely, I will work with you to schedule an on-site appointment.

### **Cancellations**

I understand that life happens and plans sometimes change. If you need to cancel or reschedule a previously scheduled appointment, I simply ask that you give me as much notice as possible.

Cancellations made more than 24 hours before an appointment or within 24 hours of an appointment are not charged.

If a cancellation occurs after travel to your location has already begun or if there is a no-show without notice, a one-hour minimum may be charged to cover the reserved time and travel.

I will always do my best to work with you to reschedule your appointment in a timely and convenient way.

### **Monthly Subscription Policy**

Monthly support subscriptions are designed for clients who want ongoing access to help at a lower hourly rate.

Once a monthly subscription has begun, it is non-refundable.

If your subscription goes unused for 14 consecutive days or more within a billing month, you may request a partial refund of \$150 for that month.

If you request assistance during a month that has already gone unused for 14 days or more, that support will be billed at my standard hourly rate instead of counting toward the subscription.

You may sign up for a new monthly subscription again starting the following month if you would like to continue on a plan.

Monthly subscriptions do not roll over. Any unused hours expire at the end of each billing month.

### **Scheduling and Availability**

Appointments are scheduled in advance based on availability. I do my best to offer flexible scheduling, but same-day or emergency appointments cannot always be guaranteed.

Response times may vary depending on workload, client volume, and existing appointments. I will always respond as soon as I am reasonably able.

Monthly subscription clients may receive priority scheduling when possible.

### **Scope of Support**

Salerni Creative provides general technology support, troubleshooting, setup, guidance, and education. While I strive to resolve issues efficiently and thoroughly, I cannot guarantee permanent solutions for every technical issue due to the unpredictable nature of technology, software updates, hardware failures, and third-party services.

Support does not include illegal activity, data recovery guarantees, or hardware repair beyond basic troubleshooting and setup.

### **Privacy and Confidentiality**

Your privacy matters. Any personal information, login details, or data shared during support sessions will be treated as confidential and used only for the purpose of providing support.

I do not sell, share, or distribute your information to third parties unless required by law.

You are responsible for maintaining your own data backups. While I take care to avoid data loss, I am not responsible for lost or corrupted data.

### **Guarantees and Limitations**

I do not guarantee specific outcomes or results from any service. You are paying for time, expertise, and effort, not a guaranteed fix.

Salerni Creative is not responsible for damages, data loss, hardware failure, or business interruptions that may occur before, during, or after support services.

**Agreement and Acceptance**

By scheduling services or requesting support from Salerni Creative, you acknowledge that you have read, understood, and agreed to these policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_