

HH WebFix – Terms of Service (On Call IT Services)

Effective Date: 02/02/2026

1. Company & Contact Information

Business Name: HH WebFix

Phone: (810) 434-8753

Email: hayden@hhwebfix.com

Website: hhwebfix.com

Service Base Address: 1423 Chestnut St, Port Huron, MI 48060

2. Scope of Services

HH WebFix provides residential and small business IT support, including:

- Troubleshooting & diagnostics
- Network setup, repair & cabling
- Malware/virus remediation
- Software installation/configuration
- Data backup, transfer & limited recovery attempts
- Hardware installation, upgrades & procurement
- Remote IT support
- General tech consulting

3. Rates, Billing & Travel

3.1 Standard Rate

\$70 per hour, billed in 30minute increments.

3.2 Minimum Charge

1 hour minimum charge for any on-site service.

3.3 Travel Billing

Travel time is billable if location is more than 10 miles from 1423 Chestnut St, Port Huron, MI 48060.

3.4 Remote Services

No travel charges. Billed normally in 30 minute increments.

4. Hardware, Parts & Materials

4.1 Customer Responsibility

Customer pays for all hardware, cables, components, peripherals, network devices, etc.

4.2 Cost Savings Passed to Customer

All hardware discounts received by HH WebFix are passed directly to customer with zero markup.

4.3 Pre-Approval Required

No hardware costs will be incurred without customer approval.

5. Payment Terms

5.1 Accepted Methods

Cash, Cash App, Stripe.

5.2 Payment Due

Payment is due upon completion of service.

5.3 No-Fix, No-Fee Guarantee

If HH WebFix cannot resolve the primary issue, customer does not pay for labor on that issue. Exceptions apply for diagnostic completion, partial fixes, vendor outages, failing hardware, or unrelated tasks.

6. Customer Responsibilities

Customers must maintain their own data backups before service.

Customers must provide device access, passwords, and admin rights.

HH WebFix will not work with unlicensed software.

7. Warranty & Service Expectations

Best-effort service. No guarantees of issue resolution, recurrence prevention, third-party reliability, or data recovery success.

8. Limited Liability

HH WebFix is not responsible for hardware failures caused by pre-existing conditions, age, damage, or defects.

Maximum liability is limited to amount paid for the service.

No liability for lost income, data loss, downtime, or third-party failures.

9. Authorization & Scope Changes

Customer authorizes approved work only. Any change requires new approval.

10. Remote Access Consent

Customer authorizes remote access during remote support. Sensitive data should be closed beforehand.

11. Cancellations & No-Shows

24-hour notice required. If technician cannot begin work due to access issues, 1 hour minimum fee may apply.

12. Confidentiality

HH WebFix protects customer information and does not store or share data except as required.

13. Third-Party Vendors

HH WebFix is not responsible for vendor reliability. All warranties remain between customer and vendor.

14. Governing Law

Terms governed by laws of Michigan. Disputes handled in St. Clair County, MI.

15. Entire Agreement

These Terms represent the full agreement between HH WebFix and the customer.