



## **Pineapple PC, Pricing Terms and Agreement**

I/We, \_\_\_\_\_, ("CLIENT") agree to the following terms for services rendered by Pineapple Services Group, LLC., its agents and service representatives ("PINEAPPLE PC").

### **Payment Terms:**

Residential CLIENTs agrees to pay a service charge of \$65.00 per hour with a minimum 30 minutes service charge, and thereafter billed in quarter-hour increments of \$16.25 each. For service performed on Residential Computer equipment, Business CLIENT agrees to pay a service charge of \$85.00 per hour with a minimum \$42.50 service charge, and thereafter billed in quarter-hour increments of \$21.25 each. The minimum charge for Residential Computer Service is \$32.50. The minimum charge for Business Computer Service is \$42.50. PINEAPPLE PC reserves the right to refuse service as well as to change fees and rates at any time without notice. PINEAPPLE PC does not provide billing services to clients. CLIENT agrees to pay PINEAPPLE PC for all charges at the time of service.

### **Release of Liability:**

CLIENT agrees to release and hold harmless PINEAPPLE PC from any and all liability associated with the performance of service or the provision of parts, and acknowledges also that PINEAPPLE PC offers no explicit or implied warranty or guarantee on services performed or parts provided, other than the manufacturer's warranty. Further:

1. CLIENT acknowledges that due to the nature of the services being performed, there is potential risk of damage or loss including, but not limited to, damage to CLIENT's home, office, computer hardware, cabling, hubs, routers, switches, peripherals, accessories, and furniture, as well as potential risk of damage, corruption, or loss of computer software, applications, data, and data storage media.
2. CLIENT agrees to release and hold harmless PINEAPPLE PC from all liability for damage or loss as well as any incidental or consequential material or financial damage or loss that may result from the actions of PINEAPPLE PC.
3. CLIENT grants PINEAPPLE PC access and permission to physically disassemble any and all computer systems, components, networks, cabling, hubs, routers, switches, peripherals, and accessories.
4. CLIENT grants PINEAPPLE PC access, security rights, and permission to open, view, modify, edit,

delete, or otherwise manipulate CLIENT's computer software, applications, data, and data storage media including, but not limited to, the computer Operating System, word processing, spreadsheets, databases, workflow, graphics, audio, video, system drivers and libraries, and any other type of software or data that may be contained on CLIENT's computer system or network.

5.CLIENT grants PINEAPPLE PC permission to physically access CLIENT's home or office property where CLIENT's computer system and/or network resides.

6.CLIENT grants PINEAPPLE PC permission to perform modification to CLIENT's home or office property for the purpose of installing or troubleshooting computer and/or networking hardware, cabling, hubs, routers, switches or peripherals. Modification may include such practices as drilling through or disassembling furniture, walls, floors, carpet or trim, laying and removing cabling and devices including affixing cabling and devices to furniture, walls, floors, or trim, using nails, screws, staples, hangers, or plastic ties.

7.CLIENT grants PINEAPPLE PC permission to download and/or install software on CLIENT's computer and/or network, including but not limited to, virus scanners, diagnosis and repair utilities, drivers, libraries, and software requested to be installed by CLIENT.

8.CLIENT grants PINEAPPLE PC permission to install hardware in CLIENT's computer and/or network, including but not limited to, memory chips, processor chips, cooling fans, batteries, hard drives, tape drives, storage devices, modem and communication devices, audio and video cards, network interface cards, hubs, routers, switches, printers, scanners, cables, and any other hardware requested to be installed by CLIENT.

9.PINEAPPLE PC strongly recommends that CLIENT safeguard critical data by backing up said data prior to any services performed by PINEAPPLE PC. Unless specifically requested and provided as a paid service by PINEAPPLE PC, CLIENT is responsible for any backup, archiving, or protective storage as well as restoration if required, of CLIENT's data.

PINEAPPLE PC is a provider of billable on-site services and does not offer or provide telephone technical support for CLIENT. Neither the signing of this agreement nor the performance of services by PINEAPPLE PC implies availability of telephone technical support or of future technical services. This document constitutes the entire agreement between CLIENT and PINEAPPLE PC. No other agreement, verbal or otherwise shall be in effect except if agreed to in writing and signed by both parties.

By signing below, CLIENT indicates that he/she has read and understands, and agrees to the terms of this Payment Terms and Release of Liability form, which is kept on file at the offices of PINEAPPLE PC.

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Signature and Date

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Printed Name

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Street Address

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City, State, Zip