

TERMS OF SERVICE

Our Commitment to You

We promise to do our very best to provide responsive, competent, and responsible service. We will always operate with the highest ethical standards and treat your personal information and data with **complete confidentiality**. We will never access your files unless it is essential for the service you requested, and we will never share your information unless required by law.

Your Responsibility: Please Back Up Your Data!

Before we begin any work, we **strongly advise you to back up all your critical data**. Computers, software, and hardware can be unpredictable. While we take every possible precaution, 2WiredGuys **cannot be held responsible for any data loss or hardware failure** that may occur during service. It is your responsibility to ensure all important files, photos, documents, and other information are securely backed up *before* your appointment.

The Important Legal Stuff (Limitation of Liability)

By using our services, you agree that 2WiredGuys (including its owners, employees, and technicians) is not liable for any claim, loss, or damage, and you waive all claims against us for any type of damages, whether past, present, or future.

This includes, but is not limited to:

- Any loss of data, loss of profits, or business interruption.
- Any direct, indirect, or consequential hardware or software failure.
- Any issues arising from pre-existing conditions or previously unknown problems with your device.

In the unlikely event of a dispute, our maximum liability to you is strictly limited to the total amount you paid for the specific service in question.

A Specific Note on Scams, Hacking & All Third-Party Actions

We do our best to educate our clients on how to stay safe online. However, **2WiredGuys is not liable for any damages caused by the actions of malicious third parties**.

Our liability does not extend to any data loss, financial loss, identity theft, or other damages resulting from the activities of scammers, hackers, or any other unauthorized third party. This applies regardless of the method they use to gain access or cause harm, including (but not limited to) deception, phishing, malware, ransomware, viruses, fraudulent pop-ups, or any other form of cyberattack.

By using our service, you acknowledge that we are not responsible for the security of your computer from these external threats. **You are solely responsible for your online safety, your decisions, and for maintaining the security of your accounts and devices.**

The “2WG Membership” Plan

Our membership plan offers great value. Here are the rules that apply:

- **One Device per Plan:** A membership plan is tied to **one specific computer** for the duration of the term. Once service has been performed on that device, the plan cannot be transferred to a different computer.
- **Membership Benefits:** Your membership includes perks like free remote service, plus support by phone, text, and email during our regular business hours.
- **Cancellation Policy:** If you need to cancel your membership early, please contact us to discuss it. However, please be aware that membership fees are generally non-refundable, and by accepting this agreement, you should consider any unused membership time and its cost forfeited.

A Note for Businesses & Non-Profits

Our services are designed for residential (home) users. We are happy to help small businesses and non-profits, but please understand that you are agreeing to the same terms as our residential clients. This means:

- We are not liable for any business-related losses (like lost revenue, data, or business interruption).
- Our support is available during our standard business hours only; we are not available for after-hours or emergency business support.

Our Right to Cancel Service

We value a positive and respectful relationship with our clients. 2WiredGuys reserves the right to cancel this agreement or refuse service to anyone at any time for any reason, particularly in cases of non-payment, abuse, or unreasonable demands.