Total Tech Solutions Engagement & Scope of Services

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Thank you for choosing total tech solutions as your next IT provider. We are excited to do business with you!

**Scope of Services**

Dear Client,   
This letter is to confirm our understanding of the terms of engagement and the nature and limitations of the services we provide. Our Scope of Services is always detailed in our invoice to you, the customer. Anything not listed on our invoice is considered an “Out of Scope” request, and is to be considered as a secondary service. Out of Scope requests are subject to evaluation, added expense/quote, and we hold the right to determine if the request is accepted and carried out. Please note; Total Tech Solutions is not liable for any damage to property or persons, under the supervision of our security systems. We hold no responsibility for downtime, or service interruptions at any point. We also hold no responsibility for hardware, as that is on the manufacturer. Some hardware comes with warranty, which the manufacturer is obligated to. Total Tech Solutions may charge for replacement/repair of warrantied products.

**Period of Engagement**

Our period of engagement begins upon ordering your systems and ends upon last install time. Some installs may take several days. A “Finished” install is one where all discussed systems are in place and operating as intended. All other requests are subject to an “Out of Scope” service. Visit “Scope of Services” above for questions about this. Any contact beyond this point is considered a new service. Total Tech Solutions will always do our best to help repair any service issues or system problems that may occur, but we are not obligated or responsible for these issues, as it is not our hardware. If any issues should occur outside of the period of engagement, we hold the right to deny service at any time.

**Fee Structure**  
We bill our clients a one-time fee for installation of services. This fee covers all initial costs of hardware and install, including drive time. Your invoice will reflect total payments for the entirety of the project. Every added service visit outside of our scope of services agreed upon in our invoice has an initial fee of $50 for a truck roll, and, depending on the service, and hourly rate. All prices are inclusive of tax. But a Cash Discount program is in place. Credit card transactions may be subject to a 2.9% convenience fee.

**Responsibilities**  
Total Tech Solutions holds responsibility for the install or service offered in our invoice and within our Scope of Services. Any other requests are considered out of our responsibility and scope of services.

**Confirmation of Terms**  
Terms are accepted upon agreement of invoice.