Remote Support Terms and Conditions

EagleTech Solutions Remote Support Terms and Conditions

1. Agreement: By accepting these Terms and Conditions, you agree to allow EagleTech Solutions (hereinafter referred to as "EagleTech") to provide remote support services using Zoho Assist software.

2. Remote Support: EagleTech will use Zoho Assist to access your computer system remotely for the purpose of providing technical support and troubleshooting. You understand and agree that EagleTech will have temporary control over your computer during the remote support session.

3. Data Privacy: EagleTech respects your privacy and will treat all information accessed during the remote support session confidentially. We will not disclose any personal or confidential information to third parties, except as required by law or with your explicit consent.

4. Client Responsibilities:
- You are responsible for providing accurate and complete information about the issue you are experiencing.
- You agree to provide a secure network environment for the remote support session.
- You are responsible for backing up your data before the remote support session. EagleTech is not liable for any data loss.

5. Limitation of Liability: EagleTech will use reasonable efforts to provide quality remote support services. However, EagleTech is not liable for any indirect, incidental, or consequential damages arising from the use of the remote support services.

6. Termination: Either party may terminate this agreement at any time with written notice.

7. Governing Law and Dispute Resolution: This agreement shall be governed by and construed in accordance with the laws of the State of Arizona. Any dispute arising out of or in connection with this agreement shall be resolved exclusively in the state and federal courts located in Cochise County, Arizona. The parties agree to first attempt to resolve any dispute through mediation or arbitration before resorting to litigation.

8. Indemnification: EagleTech shall indemnify and hold harmless the Client from and against any and all claims, damages, losses, liabilities, costs, and expenses arising out of or in connection with EagleTech's negligence or breach of this Agreement.

9. Limitation of Liability: EagleTech's total liability to the Client for any claim arising out of or in connection with this Agreement shall not exceed the amount paid by the Client to EagleTech for the services provided under this Agreement during the twelve (12) months preceding the date the claim arose.

10. Warranty Disclaimer: EagleTech provides remote support services "as is" and

without any warranties, express or implied.

11. Intellectual Property: All intellectual property rights, including but not limited to copyrights, trademarks, and trade secrets, related to the remote support services shall remain the exclusive property of EagleTech.

12. Entire Agreement: These Terms and Conditions constitute the entire agreement between the parties and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.

By accepting these Terms and Conditions, you acknowledge that you have read and understood them and agree to be bound by their terms.

EagleTech Solutions, LLC
2431 Sun Crest Dr, Sierra Vista, AZ 85650
www.eagletechsv.com | info@eagletechsv.com