

Open Support Account Form

FIRST YEAR FREE!

Open a support account and get special discounts! Support account clients are eligible for discounted prepaid service hours (available in our online store), discounted remote tech work, and other discounts offered throughout the year.

<p>Support Account Benefits:</p> <ul style="list-style-type: none">• Eligible for discounted prepaid hours.• 10% in-shop discount on any system dropped off.• Off-Site Computer Repair/Tech Service Rate: \$99/hour• Exclusive discounts offered throughout the year. <p>Business Clients Benefits:</p> <ul style="list-style-type: none">• Net 30 Terms available for business clients.• Free setup of web presence (back links) on our community.	<p>Support Account Terms:</p> <ul style="list-style-type: none">• First year free.• \$25 per year after 1st year. Fee waived if you have used us for at least \$500 of service previous year.• Cancel anytime. <p>Hourly Rates:</p> <ul style="list-style-type: none">• Regular and On-Site Service: \$110• After Hours Tech Service: \$150• Emergency Tech Service: \$195• Travel Time: \$55 (Under 30 minutes free.) <p>Flat Rates: Flat rates and fixed bids are available. Free estimate.</p>
<p>Primary Contact:</p> <hr/> <p>Name Email</p> <hr/> <p>Phone Mobile Phone</p> <hr/> <p>Address:</p> <hr/> <p>Address</p> <hr/> <p>City State Zip Code</p> <hr/> <p>Customer Type: <input type="checkbox"/>Personal, <input type="checkbox"/>Business, <input type="checkbox"/>Both</p> <hr/> <p>Trade Name of Business</p> <hr/> <p>Main Office Phone Office Fax</p> <hr/> <p>Website</p>	<p>Initial Interests: (Check all that apply.)</p> <p><input type="checkbox"/> Software Development</p> <p><input type="checkbox"/> Computer Repair/Tech: <input type="checkbox"/>Pay-as-you-go, <input type="checkbox"/>Monthly Plan</p> <p><input type="checkbox"/> Website Services: <input type="checkbox"/>New Website, <input type="checkbox"/>Redesign, <input type="checkbox"/>hosting, <input type="checkbox"/>SEO, <input type="checkbox"/>Social Networking Help</p> <p>Subscribe to our free Monthly eMag? <input type="checkbox"/>Yes, <input type="checkbox"/>No</p>

I understand the above rates which apply to all services including computer repair/tech, website, and coding services.

<hr/> <p>Print Name Title [Optional]</p> <hr/> <p>Signature Date</p>
--

ADDENDUM A: CREDIT CARD ON FILE

Credit Card On File [Optional]

Client agrees to keep a valid credit card on file with Prestwood. Prestwood is authorized to bill against the credit card for Work performed and any preauthorized reimbursements. Prestwood will send the Client a receipt for each transaction.

Keep a credit card on file? Yes, No

Card Type	Card Number	Exp. Date
Name on Card	CID #	
Authorized Signature		

ADDENDUM B: SOFTWARE DEVELOPMENT

Client Initials: _____

Date: ___/___/___

B.1. Support Account Only
An open support account is required.

B.2. \$345 Startup Fee
The cost to open your account is \$345, which will be billed upon execution of this agreement. This fee includes a one time \$25 processing fee plus four discounted prepaid support hours at the introductory rate of \$80 per hour.

B.3. Non-Disclosure Agreement ("NDA")
It is agreed that all work done on behalf of the Client is confidential and may contain trade secrets of Client. Prestwood agrees to maintain the confidentiality of all information and material it may receive or otherwise become aware of relating to Client and/or the work it may perform for Client. Prestwood's confidentiality obligation shall survive the completion or termination of this Agreement.

B.4. Work Product and Source Code Ownership
For coding services, it is expressly agreed by the parties that the Client owns the Work Product. Furthermore, the Client agrees that if payment is not received in full or this project is terminated prior to completion, Prestwood retains ownership of the Work Product.
It is expressly agreed by the parties that source code developed under this agreement shall belong to the Client. Ownership of code includes the right to reuse any and all source code on future projects. Furthermore, the Client agrees that if payment is not received in full or this project is terminated prior to completion, Prestwood retains ownership of the Source Code developed by Prestwood.

B.5. No Competition
The Client agrees not to make a job offer to any Prestwood IT representatives. The Client's No Competition obligation shall survive the termination of this Agreement.

B.6. Warranties and Defects "As-Is" Performance
Services performed are provided on an "as is" basis, without any warranties nor representations express, implied or statutory; including, without limitation, warranties of quality, performance, non-infringement, merchantability or fitness for a particular purpose. Nor are there any warranties created by a course of dealing, course of performance or trade usage. Under this agreement, Prestwood will make a good faith effort to fix or correct any issues on a time and material basis. For website development and coding services, Prestwood does not warrant that the software will meet Client's needs nor be free from errors, or that the operation of the software will be uninterrupted. Under this agreement, Prestwood will make a good faith effort to fix or correct any issues on a time and material basis.

B.7. Data Loss
Prestwood IT is not responsible for any data loss. The client either is responsible for their own backup or, if Prestwood IT setup the backup, the client is responsible for verifying the data has backed up properly. Prestwood IT is available to verify data backup on a recurring schedule. Ask for details.

B.8. Agreement Disputes
Mediation - If a dispute arises, the parties agree to resolve the dispute using a mutually agreed-upon mediator.

B.9. Termination
Either party may terminate this agreement at any time and for any reason. Termination of this agreement must be done in writing by authorized personnel. In the event this agreement is terminated, the Client agrees to pay for all work completed up to and including the date written notification was received

I