
Client Service Agreement

PatientTech · Technology Support Services

Effective Date: _____

1. Parties

This Client Service Agreement ("Agreement") is entered into between PatientTech, operated by Wesley Wimberly, located in Blackwood, New Jersey ("PatientTech") and the individual identified at the end of this Agreement ("Client").

2. Services

PatientTech provides patient, friendly technology support services including but not limited to:

- Remote support sessions via phone and screen sharing
- In-home technology support visits across South Jersey and Philadelphia
- Assistance with phones, tablets, computers, Wi-Fi, email, passwords, and related technology
- Ongoing support via email and text messaging

PatientTech does not guarantee specific outcomes and does not provide hardware repair, virus removal, or data recovery services unless explicitly agreed upon in writing.

3. Subscription Plans and Billing

PatientTech offers the following monthly subscription plans:

Tech Support Plan — \$39/month

- One monthly check-in call — proactive, every month
- Unlimited email and text support
- Priority response, typically within 24 hours

Family Plan — \$79/month

- 2 sessions per month, including in-home visits
- In-home visits across South Jersey and Philadelphia
- Unlimited email and text support
- Priority response, typically within 4 hours
- Covers two people at the same address

Billing is processed securely through Stripe and charged monthly to the payment method on file. Subscriptions renew automatically unless cancelled. PatientTech reserves the right to update pricing with 30 days written notice.

4. In-Home Visits

In-home visits are available to clients on the Family Plan within PatientTech's service area. The following terms apply:

- All visits are scheduled in advance through the PatientTech booking system.
- Client agrees to provide a safe, accessible working environment.
- PatientTech will never access devices, accounts, or data without the Client's explicit permission during the session.
- Cancellations must be made at least 24 hours in advance. Missed appointments without notice may count toward the monthly session allowance.

5. Monthly Check-In and Remote Support

Tech Support Plan clients receive one proactive monthly check-in call. Additional remote support is available via phone and, if the Client consents, via screen-sharing software. The following terms apply:

- The monthly check-in is scheduled in advance through the PatientTech booking system.
- The Client is always in control of their device. No changes are made without the Client's knowledge and consent.
- PatientTech will never cold-call a Client to initiate a session.
- Screen-sharing sessions are not recorded unless the Client explicitly requests it.

6. Limitation of Liability

PatientTech will perform all services with reasonable care and professionalism. However, PatientTech is not liable for:

- Data loss, corruption, or damage to devices occurring during or after a session
- Third-party software, hardware, or service failures
- Issues arising from pre-existing conditions on the Client's devices
- Any indirect, incidental, or consequential damages

PatientTech's total liability for any claim shall not exceed the amount paid by the Client in the month in which the issue occurred.

7. Client Responsibilities

- Provide accurate information about the issue and device.
- Back up important data before sessions when possible.
- Maintain up-to-date billing information in Stripe.
- Treat PatientTech staff with respect during all interactions.

8. Cancellation Policy

Either party may terminate this Agreement at any time. Clients may cancel their subscription by emailing hello@getpatienttech.com or through their Stripe account. There are no cancellation fees. Upon cancellation, services continue through the end of the current billing period. No refunds are issued for partial months.

9. Privacy and Confidentiality

PatientTech handles all Client information in accordance with its Privacy Policy available at getpatienttech.com/privacy. PatientTech will not share Client information with third parties except as required to deliver the services (e.g., Stripe for billing, Cal.com for scheduling).

10. Governing Law

This Agreement shall be governed by the laws of the State of New Jersey. Any disputes shall be resolved in the courts of Camden County, New Jersey.

11. Entire Agreement

This Agreement constitutes the entire understanding between PatientTech and the Client. It supersedes any prior discussions or agreements. Amendments must be made in writing and signed by both parties.

Note: This agreement is a template prepared for PatientTech. It is recommended that a licensed New Jersey attorney review this document before use.

Acceptance

By subscribing to PatientTech services through the PatientTech website and completing checkout, the Client confirms they have read, understood, and agreed to the terms of this Agreement.