



# Holmquist Tech Solutions Service Agreements & Terms

Professional service agreements covering remote support, website services, monthly support plans, consulting, and general business terms.

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## Remote Support Service Agreement

Applies to one-time remote support sessions and troubleshooting services.

Clients authorize temporary remote access during support sessions.

Clients are responsible for maintaining backups before support begins.

Holmquist Tech Solutions is not responsible for data loss, hardware failures, or third-party software issues.

Payment is due before or immediately following services unless otherwise agreed upon.

Technical issues may not always be fully resolvable.

## Monthly Support Plan Agreement

Applies to Personal Tech Care, Hosting & Care, Business Essentials, and Business Plus plans.

Included support sessions do not roll over unless otherwise agreed upon.

Additional support beyond plan limits may be billed separately.

Monthly plans renew automatically unless canceled before the next billing cycle.

Priority scheduling depends on availability and does not guarantee emergency response times.

## Website Development Agreement

Applies to all website design and development projects.

Clients may choose between fully managed hosting or client-owned hosting.

Clients are responsible for providing logos, written content, branding, and business information.

Major redesigns or scope changes may require additional billing.

Deposits may be required before development begins.

## Project-Based Consulting Agreement

Applies to consulting, business technology work, and hourly projects.

Services may include Microsoft 365 support, automation consulting, SharePoint setup, website infrastructure, and business technology planning.

Hourly consulting rates generally range from \$75–\$100/hour depending on complexity and urgency.

Flat-rate pricing may be available for larger projects.

## General Business Terms

Holmquist Tech Solutions operates as an independent contractor.

Reasonable efforts will be made to maintain confidentiality regarding client systems and information.

Services may be refused or terminated for illegal activity, abuse, fraud, or non-payment.

All services are provided “as-is” unless explicitly stated otherwise.

Agreements are governed under the applicable laws of the State of Minnesota.

## **Agreement Acceptance**

By booking appointments, purchasing services, approving invoices, checking agreement boxes during checkout or scheduling, or continuing work with Holmquist Tech Solutions, the client acknowledges and agrees to these terms.

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