

**Moosewood Consulting, LLC d/b/a NYC Mac Support  
Terms and Conditions**

1. **Waiver Of Liability:** Though every effort will be used to maintain the integrity of Client data, Moosewood Consulting, LLC and its respective consultants, affiliates, subsidiaries, employees and agents (hereafter referred to as "Service") will not be held responsible in the event that any physical or data loss and/or damage occurs during the course of service, including during delivery or transfer of equipment. Client agrees to indemnify, defend and hold harmless Service from and against any and all liability, claims, costs and expenses (including without limitation reasonable legal fees and expenses), arising out of, resulting from, or in connection with, Client's involvement with Service.

a \$20.00 late charge if no payment has been received after 21 calendar days following date of invoice, or 10% monthly interest of the unpaid balance if invoice remains unpaid in full after one calendar month.
2. **Fees:** Unless otherwise specified, there is a 1-hr minimum for all on-site visits and a \$25 diagnosis fee for drop-off service, refundable upon additional service performed. Residential hourly rate of \$75 following first hour applies only for home computers with payment by personal check.
3. **Payment and Late Fees:** Please make checks payable to Moosewood Consulting, LLC. Full payment is due at the end of all sessions to individuals and small businesses. If Client has an accounts payable department, Client agrees to pay
4. **Pickup and Drop-off (if applicable):** Client equipment being serviced must be picked up within three days following notification of completion of service or equipment unless a prior agreement has been made. If not, a \$10.00 late charge per calendar day may be applied per terms above. Since Service is by appointment, a \$20.00 fee may be applied if client misses an appointment made to pick up or drop off equipment.
5. **Missed Appointments:** In the event that a client does not provide 24 hours notice for a cancellation, Client agrees to pay Service \$75.00. Same day appointments must be cancelled by phone within 2 hours *following* the scheduling of an appointment.
6. **Post-visit support:** Service will attempt at reasonable effort to address via email client follow-up questions derived from issues specific to previous consultation for a period of five days following consultation. Further support may require setting up an additional appointment.

By doing business with Moosewood Consulting, LLC, its consultants, subsidiaries, or affiliates, you agree to be bound by the terms listed herein. Terms subject to change without notice.

**Thanks for choosing Moosewood Consulting**