YOUR TECH

SERVICE AGREEMENTS

Every project begins with a Free Ride from us for 1 year!

Technology frequently changes, WiFi gets faster, cameras get clearer and devices get easier.

Make sure you are riding the wave of the future hassle free with one of our service agreements.

	NO AGREEMENT $0 / MO	MEMBER $99 / MO	V.I.P $499 / MO	FREE RIDE $999 / MO	LATEST & GREATEST $1499 / MO
#1 Most Important! (Normal) Hourly Rate[1]	$150	$110	No Charge	No Charge	No Charge
(Nights and Weekends) Hourly Rate[1]	$300	$220	$110	$110	No Charge
No One Hour Minimum Charge	✗	✓	✓	✓	✓
Priority Scheduling	✗	✓	✓	✓	✓
Free Remote Support	✗	✓	✓	✓	✓
On-Site System Updates	✗	✓	✓	✓	✓
Internet and System Health Monitoring	✗	✓	✓	✓	✓
(250" Giant Outdoor Theater and More) Party Perks	✗	✗	✓	✓	✓
Comcast & Third-Party Concierge	✗	✗	✓	✓	✓
Concierge App Login Service	✗	✗	✓	✓	✓
#2 Most Important! TV Replacement[2]	✗	✗	✓	✓	✓
Monthly Review w/ Project Manger	✗	✗	✗	✓	✓
Monthly Adjustments w/ Crew	✗	✗	✗	✓	✓
#3 Most Important! Replacement Parts[3]	✗	✗	✗	✓	✓
Concierge IT Support	✗	✗	✗	✗	✓
Latest Music Servers[4]	✗	✗	✗	✗	✓
Latest Remotes[4]	✗	✗	✗	✗	✓
Latest Apple TV's[4]	✗	✗	✗	✗	✓
Latest & Fastest WiFi[4]	✗	✗	✗	✗	✓
Latest Cameras[4]	✗	✗	✗	✗	✓
Pandora, Spotify, XM & Tidal Music Included[5]	✗	✗	✗	✗	✓
Free Alexa Devices & Tweaking[6]	✗	✗	✗	✗	✓

NOTES & RESTRICTIONS

[1]**Hourly Rate** - No charge hourly rate is only for training and service performed on technology installed by Your Tech. New project scopes that were not part of original contract will be billed separately. Any new additional scopes of work billed separately are automatically added to an existing service agreement.

[2]**TV Replacement** - Requires service agreement purchase at time of purchasing TV's using Your Tech. Individual televisions valued over $5,000 are not covered. Repair or replacement is at the sole discretion of Your Tech. Replacements will be similar specs as originals. Temporary televisions possibly of less quality or size will be provided should time for repair be required for special/complicated original products. Replacement parts do not include items that were physically damaged by owner or acts of God such as hurricanes. Failure due to lightning or surges are covered and will be replaced under our agreement.

[3]**Free Replacement Parts** - Does not include televisions, iPads, computers, printers that may have been purchased by Your Tech on behalf of customer using our concierge consulting program. Additionally, coverage does not include items that were not purchased from Your Tech. Replacement parts does not include items that were physically damaged by owner or acts of God such as hurricanes. Failure due to lightning or surges are covered and will be replaced under our agreement.

[4]**Latest Music Servers, Remotes, Apple TV's, WiFi, Cameras** - Complimentary upgrades available to you free of charge as soon as the manufacturer releases a new model with major differences. A valuation limit is imposed on this upgrade availability and the same device may not be upgraded twice within a 1 year period. A single device must be within 125% of the original device's cost when purchased new. This is to prevent requested upgrades from, for example, original normal HD cameras to thermal imaging cameras (unless of course the cost difference is the same when upgrading in the future). Old parts will become property of Your Tech.

[5]**Pandora, Spotify, XM & Tidal Music Included** - Complimentary account creation and services paid by Your Tech. Requires use of a unique email account established by Your Tech. The music accounts are intended only for your home's music system as listening on multiple devices requires re-login. Accounts may not be used on client's personal devices. Client may use their own account as a secondary account on the music system. Not all automation systems support Tidal.

[6]**Free Alexa Devices & Tweaking** - Complimentary Alexa devices are limited to Amazon Alexa dots. Setup of other models is free but devices must be provided by client.

(239) 228-2020
YourTechFL.com

Luxury Technology

EH HOME OF THE YEAR 2017 GOLD WINNER