

Drop-Off / Pickup Services Agreement

Version 1.2 – Effective 03-13-2026

Step Interactive, LLC
DBA Alford Tech Services

Phone: 406-290-8221

Email: legal@alfordtechservices.com

Website: www.alfordtechservices.com

These Terms & Conditions (“Agreement”) govern all services performed by **Step Interactive, LLC, doing business as Alford Tech Services** (“Technician”), for the customer identified in the signed Work Order (“Customer”). By signing the Work Order, Customer agrees to the following:

1. Service Authorization

- Customer authorizes Technician to access, test, operate, and disassemble the device as reasonably necessary to perform the services described in the signed Work Order.

2. Device Storage

- Devices may be stored in a secured residential workspace. Technician will take reasonable care but is not an insurer of the device.

3. Data Responsibility

- Customer is solely responsible for maintaining adequate backups of all data prior to service. Technician is not responsible for data loss, even if Customer requests backup assistance.
- If Customer requests backup service, Technician will make reasonable efforts to copy user files (documents, pictures, etc.), but does not guarantee that all data can be copied, restored, or remain intact.

4. Device Condition & Documentation

- Technician will document the device’s description, accessories, and any visible pre-existing damage at intake. Photos may be taken for record-keeping.
- Customer acknowledges the documented condition of the device at drop-off and agrees it accurately reflects the device at intake.
- Customer acknowledges that internal components and prior modifications are not verified unless documented. Technician is not responsible for disputes regarding pre-existing or undocumented hardware.

5. Diagnostic Risk

- Customer acknowledges that electronic devices may fail during testing or repair due to pre-existing conditions or hidden defects. Customer agrees that Technician is not responsible for devices that fail during diagnostic procedures performed with reasonable care.

6. Liability Limitation

- Except for gross negligence or willful misconduct, and to the maximum extent permitted by law, Technician’s total liability shall not exceed the lesser of:

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- (a) the amount paid for the service giving rise to the claim, or
- (b) \$500.
- Technician shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to lost data, lost profits, or downtime.

7. Parts, Third-Party Software & Substitutions

- Technician may install parts supplied by the customer or obtained from third parties. **Technician does not sell parts and does not warrant parts.** Any warranty for parts must be provided by the part manufacturer or vendor.
- Technician is not responsible for third-party software licensing issues or activation of software.
- Technician is not responsible for incompatibility, performance issues, or failures of third-party parts or software.

8. Payment & Fees

- Payment is due upon completion of services, unless otherwise agreed in writing.
- A diagnostic or service fee may be charged if Customer declines to proceed with recommended repairs after evaluation.
- Devices left unclaimed for more than 30 days after completion may be considered abandoned and disposed of at Technician's discretion, after reasonable attempts to contact Customer.
- Technician may require payment in full before returning equipment.
- Technician may retain possession of equipment until payment is made in full.

9. Governing Law & Venue

- This Agreement is governed by the laws of the State of Montana. Any disputes arising out of or relating to this Agreement or the services provided shall be resolved exclusively in the state or federal courts of competent jurisdiction located in Toole County, Montana, or, if no such court has jurisdiction, in Cascade County, Montana.

10. Severability & Entire Agreement

- If a court finds a provision unenforceable, other provisions remain in effect. These Terms plus the Work Order constitute the entire agreement between Customer and Technician regarding the services.