

# On-Site Services Agreement

Version 1.2 – Effective 03-13-2026

**Step Interactive, LLC**  
**DBA Alford Tech Services**

Phone: 406-290-8221

Email: [legal@alfordtechservices.com](mailto:legal@alfordtechservices.com)

Website: [www.alfordtechservices.com](http://www.alfordtechservices.com)

These Terms & Conditions (“Agreement”) govern all on-site 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, and operate computers, networks, and electronic devices as reasonably necessary to perform the on-site services described in the Work Order. Services may include software troubleshooting, configuration, setup, optimization, and general technical assistance.

## 2. Scope of On-Site Services

- On-site services are limited to non-invasive technical support. Technician does not perform internal hardware repair, board-level work, soldering, or device disassembly on-site. Technician does not perform electrical, structural, or building modifications, including but not limited to wall mounting, in-wall cable routing, drilling, or permanent installations.
- Any request outside this scope requires separate written agreement and may be refused at Technician’s discretion.

## 3. Work Environment & Safety

- Customer agrees to provide a safe, clear, and suitable working environment, including adequate lighting, ventilation, and access to power. Customer is responsible for securing pets and ensuring that the work area is free from hazards.
- Technician reserves the right to refuse or discontinue service if conditions are unsafe, unsanitary, hostile, or otherwise unsuitable. Customer remains responsible for payment for time spent and any services already performed.

## 4. Data Responsibility

- Customer is solely responsible for maintaining adequate backups of all data prior to service. Technician is not responsible for data loss, corruption, or unauthorized access, even if Customer requests backup or recovery assistance.
- If Customer requests backup or recovery services, Technician will make reasonable efforts to copy or recover user files but does not guarantee that any data can be copied, restored, or remain intact

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## 5. Networks, Accounts & Third-Party Systems

- Customer authorizes Technician to access networks, connected devices, and accounts as reasonably necessary to perform services. Customer is responsible for providing accurate credentials and ensuring they have authority to grant such access.
- Technician is not responsible for the availability, security, performance, outages, or failures of internet service providers, cloud services, third-party software, manufacturer systems, or external platforms.

## 6. Property Condition & Incidental Damage

- Technician is not responsible for pre-existing damage, latent defects, undocumented conditions, or failures of Customer equipment. Technician is not responsible for cosmetic wear, unrelated malfunctions, or fragile, unstable, or deteriorated equipment that fails during normal handling or operation.
- Customer acknowledges that electronic devices, furniture, cables, and accessories may already be aged, damaged, or improperly installed, and agrees that Technician is not responsible for failures or issues not directly caused by gross negligence or willful misconduct.

## 7. Liability Limitation

- Except for gross negligence or willful misconduct, and to the maximum extent permitted by law, Technician's total liability for any claim, damage, or loss arising out of or related to the services is limited to the lesser of:
- (a) the amount paid by Customer for the specific service, 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, business interruption, or downtime.

## 8. Parts, Equipment & Third-Party Software

- Technician may install or configure parts, equipment, or software supplied by Customer or obtained from third parties. Technician does not sell parts and does not warrant parts or third-party products. Any warranties are solely those of the manufacturer or vendor.
- Technician is not responsible for incompatibility, performance issues, licensing, activation, or failures of third-party parts, devices, or software.

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### 9. Payment & Fees

- Payment is due upon completion of services, unless otherwise agreed in writing. On-site services are subject to a **minimum charge of thirty (30) minutes, regardless of actual service duration**. After the initial thirty minutes, time is billed at the stated hourly rate in **fifteen (15) minute increments**.
- Services may be billed at flat rates or hourly rates as stated in the Work Order. Technician may require payment before departing the service location.
- Technician reserves the right to charge for time spent if Customer declines to proceed, is unavailable, or requests service termination after work has begun.

### 10. 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.

### 11. Severability & Entire Agreement

- If any provision of this Agreement is found unenforceable, the remaining provisions shall remain in effect. These Terms & Conditions, together with the Work Order, constitute the entire agreement between Customer and Technician regarding the on-site services.