

## **Your tech problems are about to disappear.**

Mac Help Nashville, Inc. (Network Ninjas) is a premium IT consulting service. We provide the convenience of personalized support in the privacy of your home, office, or creative studio.

### **When you are ready to book your appointment:**

1. E-sign our Client on-boarding. [machelp.tech/docs](http://machelp.tech/docs)
2. Enter your Customer Data into our booking/dispatch system. [machelp.tech/schedule](http://machelp.tech/schedule)

### **Consulting Rates & Policies:**

- Base rate: \$185/hour
- Onsite consultation: 1-hour minimum
- Remote (screen-share/phone) consultation: 30-minute minimum
- When booking an appointment, a credit card is required to deposit the minimum base fee and any mileage (if applicable). The credit card you provide is kept in a secure file and used for all further transactions.
- We bill for any time our consultant spends on your case and applicable mileage (see "Travel" below). Billable time begins upon arrival or when remote consult begins and continues until case completion, including time spent in transit between job sites and retailers (when applicable).
- We bill at the end of each day for any balance resulting from hours spent, purchase reimbursements, travel costs.

### **Travel:**

- Mileage rate: \$1.50/mile. Mileage from our office in Nashville to your location (one-way) when booking. Round-trip mileage and time for sites over 15 miles from our Nashville office.
- We bill for mileage resulting from product pick-up/delivery (see below), parking fees, and other travel expenses at the end of the business day.

### **Phone & Remote Screen-Sharing Support:**

- Our clients are always welcome to call, email, or text message us at any time. If we are not in an appointment with another client, we are happy to talk on the phone and walk you through the steps to solve any quick issues you may be experiencing. We won't charge you for these short questions if our phone conversations/text messaging sessions are under 10 minutes.
- All calls lasting more than 10 minutes and other time spent rendering services are billed at our usual rate with a 30-minute minimum.
- Support Call/Screen Share appointments have the same consulting rates and policies as onsite appointments.



## **Payments Accepted:**

· Mac Help Nashville accepts these payment forms: VISA, MASTERCARD, AMERICAN EXPRESS, and DISCOVER.

**I understand that as a daily on-demand mission-critical service, MAC+HELP does NOT accept checks nor offer net terms or credit of any kind.**

**IT services are mission-critical, just like groceries.**

**Each day that you buy groceries, you checkout and pay.**

**At MAC+HELP, we only wish to serve those clients that can treat our billing as valuable as groceries.**

## **Cancellations:**

· For cancellations with at least 24-hour notice, the booking deposit may be refunded or applied as a credit for future services.

· For cancellations with less than 24-hour notice, the booking deposit is not refundable.

## **Client Product Purchases - Reimbursements:**

· To serve you better, we can pick up items needed for your consultation, such as hardware, devices, and accessories. Time and mileage for this service are the same as onsite consulting.

· Options include:

- You pay for items ahead of time, and then we pick up products in-store for you.

- We make the purchases, pick them up, and deliver them to you.

· Whenever possible, we use your credit card to make purchases on your behalf. Our vendors (Apple®) often let us use your card (on file) without needing to be there in person.

· If we cannot make purchases directly with your credit card, we will bill you immediately for reimbursement. Please note:

· You will notice a 4% difference in item receipt totals when processing product reimbursement payments because of credit card processing fees. We do not markup the products; we are merely reimbursing ourselves for the 4% fee we paid for you.

· Any items purchased in this manner are in your final daily invoice as a non-taxable line item.

· We will always provide an original receipt for items purchased for returns.

· Please remember that there will be a 4% difference between the amount on the store receipt and your Mac Help Nashville invoice for purchases that we complete in this manner.

## **Privacy & Security:**

· Your trust is our business.

As experts in IT security, we protect some of the most sensitive, confidential information of many high-profile individuals and companies.

· We use intelligence-industry standard secure encryption to safeguard your data, and we **do not share** your data with any third party.

· Your Personal information (name, address, phone), financial data (credit cards, product/service purchases), passwords, phone numbers, emails, gate access codes, alarm codes, and other sensitive data we guard with industry-leading encryption methods.



## **Data Backup:**

- Mac Help Nashville cannot be held responsible for losing any data while working on your computer. Please verify that you have performed a complete backup of your data before your consultation.
- We are glad to set up automatic daily backups of your critical data during our visit.
- If you do not already have a backup system in place, this should be our first order of business.

## **Business Ethics:**

We strive to be the best. We believe that good is the enemy of the best.

We believe in good old-fashioned business ethics, strong communication, returning voicemails & emails promptly, and keeping our word.

We do not sell any products or third-party services.

Our one single service is our consulting hours, and that's it. Why?

Many IT companies have reseller deals with third-party companies or hardware companies.

Most of them are motivated to give you a certain Wi-Fi thingamajig because they profit from that item's margin.

That means you don't always get recommended the best thing for you because most companies try to balance something that will work OK and give them a significant profit.

We only recommend things that we genuinely believe are amazing.

Furthermore, we also believe in practicing what we preach.

If we recommend something to you, it is because we use it ourselves. We have thoroughly vetted it. We trust it and believe that it is the best product or service in its category.

When we recommend something to our clients, hundreds of people sometimes sign up for that thing because we recommended it, and we know that this is a great responsibility.

When we recommend something, it's because we ethically believe in that company and what they are doing and how they are doing it. It's not because of the money we will make because of that recommendation.

Sometimes we recommend things that we think are amazing. Then that company begins to fail, or something better comes along. We let our clients know we don't believe in this anymore and what they did to lose our trust.

Sometimes companies fall out of favor because of technical problems or ethical choices. Then later, they fix the issues, then we welcome them back into our world.

## **How to Contact us from your iPhone:**

[machelp.tech/contact](http://machelp.tech/contact)

## **How to Screen Share with Mac Help:**

[machelp.tech/screenshare](http://machelp.tech/screenshare)

