



*This policy was last modified on January 18, 2025*

# Terms and Conditions

Welcome to [Nana's Tech Support](#)! By accessing or using our website and services, you agree to comply with and be bound by the following Terms and Conditions. By engaging in our services, it is assumed that you have read these terms and conditions. If you do not agree to these terms, please refrain from using our services.

## 1. Scope of Services

Nana's Tech Support provides in-home technology coaching services designed to help seniors become confident with their devices and technology so they can use them to benefit their lives through independence, freedom, and connection. Our services include, but are not limited to, personalized tech lessons, device setup, troubleshooting, and general tech assistance. We do not provide hardware repair, cybersecurity services, or emergency technical support. If additional assistance is wanted after the original appointment time, the client can book a follow up appointment or extend their current appointment depending on the schedule of their tech coach.

## 2. Eligibility

Our services are available to individuals aged 18 and over. If you are arranging services on behalf of a senior, you must have the legal authority to do so and agree to these terms on their behalf.

## 3. Appointments and Booking

- Appointments can be scheduled in advance through our website, phone, or email. All appointments are conducted at the client's home or another location of their choosing. The client may reschedule their appointment at any time up to two (2) hours before their original appointment start time, but cancellations must be done at least 24 hours in advance to avoid being charged.
- Appointments booked through the website allow for a minimum timeframe of 6 hours before appointment start time. (For example, if a booking was made at 7AM, the earliest possible appointment time would be 1PM. If a booking was

made at 1PM, the earliest possible appointment time would be 8AM the following day, as appointment slots end at 6PM.)

- If you need an appointment sooner than the 6 hours allowed on our website, please give us a call. If a tech coach is available in your area, we will do our best to accommodate you.

## **4. Cancellations and Rescheduling**

- To receive a full refund, clients must make cancellations no less than 24 hours in advance of the original appointment start time and date. Cancellations made within 24 hours of the original appointment start time will result in a 50% refund. No-shows and failing to reschedule within two (2) hours of the original appointment start time and date will result in a 100% charge of the originally booked service. We respect our coaches and their time and enforce this policy so they can efficiently help as many of our clients as possible.
- If you are not present or available during a scheduled in-home appointment, your tech coach will wait for up to 15 minutes. After that, the appointment will be considered a no-show, and result in a 100% charge of the originally booked service.

## **5. Payment Terms**

- Payment for services is due at the time of booking or immediately after the completion of the session.
- Accepted payment methods include credit/debit cards, online payment platforms, checks, and cash. Please note that while we can accept cash, our coaches do not carry change. We do not print paper receipts for any type of payment, but will send it via email.
- All fees are listed in U.S. dollars and are subject to applicable taxes.

## **6. Service Limitations**

- Nana's Tech Support aims to provide guidance and assistance but does not guarantee specific outcomes or results.
- We cannot be held responsible for issues caused by pre-existing problems with your devices or software.

- Certain technical issues may require services beyond our expertise or scope. In such cases, we may recommend third-party services or specialists, but we are not responsible for their actions or outcomes.

## **7. Client Responsibilities**

- Clients must provide accurate and complete information about their devices and needs to facilitate effective service.
- Clients are responsible for maintaining proper backups of their data. Nana's Tech Support is not liable for any data loss that may occur during a session.
- Clients must ensure that their workspace is safe and accessible for our in-home visits.

## **8. Privacy and Confidentiality**

- We are committed to protecting your privacy. Any personal or device-related information shared with us will be handled with the utmost confidentiality and used solely to provide the agreed services.
- For more details, please refer to our Privacy Policy.

## **9. Liability**

- To the fullest extent permitted by law, Nana's Tech Support shall not be liable for any indirect, incidental, or consequential damages arising from our services.
- Our total liability under these Terms and Conditions is limited to the fees paid for the specific service in question.

## **10. Intellectual Property**

All content on our website, including text, graphics, logos, and images, is the property of Nana's Tech Support or its licensors and is protected by applicable intellectual property laws. Unauthorized use is prohibited.

## **11. Third-Party Links**

Our website or services may include links to third-party websites or services for convenience. Nana's Tech Support does not endorse or assume responsibility for these external sites or their content.

## **12. Termination of Services**

We reserve the right to terminate or refuse services to any individual at our discretion, especially in cases of abusive or inappropriate behavior, or failure to comply with these Terms and Conditions.

## **13. Changes to Terms and Conditions**

We may update these Terms and Conditions from time to time. Any changes will be posted on our website, and it is your responsibility to review them periodically. Continued use of our services constitutes acceptance of the updated terms.

## **14. Governing Law**

These Terms and Conditions are governed by and construed in accordance with the laws of the State of Oregon. Any disputes arising under or in connection with these terms shall be resolved in the state or federal courts located in Oregon.

## **15. Contact Us**

If you have any questions about these Terms and Conditions, please contact us at:

541-745-4685

[nanastechsupport.com](http://nanastechsupport.com)

[support@nanastechsupport.com](mailto:support@nanastechsupport.com)

---

Thank you for choosing [Nana's Tech Support](#)! We look forward to empowering you with the tools and knowledge to embrace technology with confidence.