

SERVICE AGREEMENT SUMMARY & DATA LOSS WAIVER



Client Name: _____ Date _____

1. Authorization & Scope

The Client authorizes **OHC Support** to perform IT services including, but not limited to, diagnostics, repair, hardware installation, software troubleshooting, configuration changes, and data handling as necessary to complete the requested service.

2. Data Backup & Loss Risk

The Client acknowledges that data loss is an inherent risk of technical services and confirms responsibility for maintaining current backups to an external or cloud-based source not maintained by **OHC Support**. **OHC Support** makes no guarantee that data will not be lost, corrupted, or altered during service.

3. Limitation of Liability

To the maximum extent permitted by Texas law, **OHC Support's** total liability for any claim arising from services performed shall not exceed the amount paid by the Client for the specific service. **OHC Support** shall not be liable for indirect, incidental, or consequential damages, including loss of data, revenue, or profits.

4. Software & Licensing (See Web Version)

5. Confidentiality & Mandatory Reporting

OHC Support agrees to keep confidential any private, financial, or personal information found on the Client hardware or systems during service.

Exception: *This confidentiality does not apply to illegal content. **OHC Support** reserves the right to terminate service and will report illicit materials, such as listed on the full version of the agreement, to appropriate law enforcement.*

6. Abandoned Property

Hardware left with **OHC Support** for more than 30 days after notice of completion may be considered abandoned and recycled or sold to recover costs.

By signing below, the Client acknowledges they have read, understood, and agreed to this Service Agreement Summary and the full Service Agreement.

Technician Signature: _____

Client Signature: _____ Date: _____

