

OHC Support – Service Agreement & Terms



Client Name:

Draft Date:

Effective Date: February 18, 2026 | Last Updated: April 8, 2026

By requesting or receiving services from OHC Support, you agree to the following terms for all in-person and remote services.

1. Scope of Work & Client Responsibilities

We provide diagnostics, repairs, network setup, and remote support on a best-effort basis. To do this, you authorize us to access your systems, install/remove software, and perform configuration changes. You agree to provide accurate information, necessary passwords, and ensure all your software is properly licensed. We do not support or install pirated software.

2. Data Backup & Data Loss Waiver

Data loss is an inherent risk of IT repair. While we take precautions, you are solely responsible for backing up your data to an external or cloud source before service begins. OHC Support does not guarantee data preservation and is not liable for any lost, corrupted, or inaccessible data resulting from hardware failure, malware, or our service actions.

3. Warranties & Limitation of Liability

No Warranties: Labor is provided "as is." We do not guarantee that a repair will permanently resolve an issue or prevent future failures. Any hardware warranties are strictly limited to the manufacturer's warranty unless otherwise specified.

Liability Cap: To the maximum extent permitted by Texas law, OHC Support's total liability for any claim shall not exceed the amount paid for the specific service. We are not liable for indirect damages, lost profits, business interruptions, or third-party service/internet outages.

4. Privacy & Mandatory Legal Reporting

We will maintain the strict confidentiality of your personal and proprietary data encountered during service. However, this explicitly excludes illegal content. If we discover materials violating state or federal law—specifically Child Pornography (Texas Bus. & Com. Code § 110.002) or Abuse/Neglect (Texas Fam. Code § 261.101 & Hum. Res. Code § 48.051)—we will immediately terminate service and report the evidence to the authorities.

5. Payment, Late Fees & Abandoned Property

Payment Terms: Invoices are due within 30 days of completion (Net 30), unless otherwise noted.

Late Fees: Balances remaining unpaid after 30 days will accrue a late fee of 5% per month. We reserve the right to refuse future service for accounts with past-due balances.

Abandoned Hardware: Any equipment left in our possession for more than 30 days after we notify you of service completion will be considered legally abandoned. You relinquish all ownership rights, and the hardware may be recycled or sold to recover our costs.

6. General Terms

We reserve the right to terminate service for abusive behavior, unsafe conditions, or non-payment.

Contact Info: system@ohcsupport.com | (903) 914-0197

For a copy of the summarized agreement, please contact system@ohcsupport.com

Technician Signature:

Client Signature:

Date:

