**A Rapid PC, Inc. Rescue Me Agreement**

**Agreement No: 0111SP042015**

**Commencement Date:** Click or tap to enter a date.

This Rescue Me Agreement is an agreement between A Rapid PC, Inc. and Type Client Name Here quantifying the minimum acceptable **Rescue Me** to subscriber ***yearly***.

**A Rapid PC, Inc. Normal Rescue Me Hours**:

* Normal business hours are [8:30 am] to [5:00 pm] [Monday through Friday].
* Emergency Rescue Me is available at an hourly rate premium for Clients without Rescue Me Agreement.

**A Rapid PC, Inc. Rescue Me Responsibilities to Clients with Rescue Me Agreement**

1. *Basic software maintenance once a year;*

*Complete windows maintenance and updates, PC security check, scan, and update (Antivirus, antispyware, firewall, etc), check hard drives and other devices.*

*Advise for necessary upgrades and proactive solutions.*

1. *Over the phone technical support.*
2. *Basic Remote assistance, repairs, and installations.*
3. *10% discount on hourly rate for service calls.*

**A Rapid PC, Inc. Price of Rescue Me**

* In consideration for the Rescue Me, the Client shall pay to A Rapid PC, Inc. the price set forth in the specifications together with all applicable taxes.
* The prices listed below are only for Rescue Me and does not include any equipment or parts.

**Rescue Me Agreement without a Rescue Me Agreement**

*Basic Hardware and software maintenance* Included $ 50.00 per Computer

*Over the phone technical support* Included $ 25.00 for 15 minutes

Emergency Rescue Me fee Included $150.00 per incident

Online Remote Access Support Included $ 65.00 per hour

One hour per month onsite service without rollover (travel fee not include)

**A Rapid PC, Inc. Monthly Price List**

**No. of Computers Price Real Qty:**

|  |  |  |
| --- | --- | --- |
|  |  |  |

Choose an item.

**Terms of Payment**

* Payment must be made payable to A Rapid PC, Inc. by check, cash or credit card.
* All payments are due prior to the commencement date on every month.
* If payment is 10 days past due without notification, a $25.00 late fee will be charged.

**Standards of Professional Conduct:**

* A Rapid PC, Inc. agrees to treat Client and Client’s employees with respect at all times, especially during times of business crises. In return, A Rapid PC, Inc. expects the same treatment from Client and Client’s employees for A Rapid PC, Inc.’s employees, contractors and vendors.

**Peak Demand Periods:**

* A Rapid PC, Inc. will make its best efforts to respond to Client’s needs within a reasonable time.
* Client understands that there may be occasional times of peak demand when A Rapid PC, Inc. is forced to have to make extremely difficult decisions and triage Client’s needs according to the severity of business impact.

**Limitation of Liability**

* Not withstanding any other provision of this Agreement, the parties acknowledge and agree.
* A Rapid PC, Inc. is not an insurer.
* The payments provided herein are based solely on the value of the goods Rescue Me provided and are unrelated to the value of subscriber’s property or the property of others located on subscribers’ premises or within the equipment.
* The providing of Rescue Me and/or preventive maintenance does not guarantee the continued or interrupted operation of the equipment; and
* In no event shall A Rapid PC, Inc., be liable for loss, damage, or destruction of subscriber’s property related to other than malpractice.

**Termination of Rescue Me Agreement**

* This Agreement may be terminated by a party without liability as follows: Rescue Me Agreement can be modified by either the client or A Rapid PC, Inc. with a 30 days’ notice; or upon a material breach hereof by the subscriber, failing to correct such breach within 10 days after notice with respect to any breach caused by a non-payment of an invoice.
* Yearly contract is with automatic renewal unless giving 30 days written notice.
* A termination fee of $ 300.00 will apply if contract is cancelled prior to the expiration day.

**SUBSCRIBER ACKNOWLEDGES HAVING READ AND UNDERSTOOD ALL PAGES OF THIS AGREEMENT**

