

August 11, 2025

TERMS OF SERVICE

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These Terms of Service outline the rules and guidelines governing the use of our tech installation services. By engaging our services, you agree to abide by these terms, which ensure clarity, transparency, and protection for both parties involved.

- 1. Service Agreement:** Our services include the installation, and setup, of technology products as agreed upon in our terms of service. Detailed descriptions of the services provided will be outlined in the price quote and on our website (www.toolboxguys.com).
- 2. Client Responsibilities:** Clients must provide accurate information and ensure accessibility to the installation site. The installation site must be clean and ready, we do not move furniture. It is the client's responsibility to secure any necessary equipment, permissions, permits, or electric work required for the installation before the appointment date. Failure to follow this policy will result in the cancellation of your appointment and the forfeiture of the \$249 deposit (where applicable).
- 3. Payment Terms:** Payment is due upon the completion of your service as specified in our price quote. We accept credit and debit card payments on our website (www.toolboxguys.com) and our technicians can accept cash, Zelle & Apple Pay.
- 4. Cancellations and Rescheduling:** You will receive a confirmation from our technician for your appointment 48 hours before your installation. An adult must be present during the installation. Clients may cancel or reschedule appointments with a minimum of 48 hours notice. Failure to provide a minimum of 48 hours notice of cancellation will result in forfeiture of the \$249 deposit (where applicable for large projects).
- 5. Liability and Warranty:** We ensure all installations and services comply with industry standards. However, we are not liable for damage or loss resulting from misuse or unauthorized equipment modifications. A limited warranty on our installation is provided.
- 6. Deposit:** Large installation projects (\$1,000 & above) require a \$249 deposit to reserve your service appointment time. The deposit is non refundable if cancellation is requested less than 48 hours before the service appointment.
- 7. Dispute Resolution:** Any disputes arising from these terms will be handled through negotiation and mediation before seeking legal recourse.
- 8. Pre-install service visit:** A visit to your home or business is required for all of our services before we can book an appointment date. This visit ensures that we can meet your needs. A \$40 (ATL metro) or \$79 (outside ATL metro) pre-install service fee is required before the service visit is scheduled and must be paid before the technician goes to your home or business.



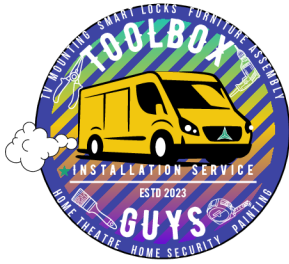
404.313.9420



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sayhello@toolboxguys.com



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9. **Service appointment:** Your appointment time will be confirmed at least 48 hours before the scheduled time. Our technicians arrive promptly at the scheduled time. We offer a 10 minute grace period but ask that you be at home/at your business at the appointment time.
10. **Refunds:** We do not offer refunds for deposits or pre-install service visit fees due to customer lateness and no show/no call for reschedule within 48 hours before the service appointment date.
11. **Same day service requests:** While we do everything that we can to accommodate same-day service requests from our customers, sometimes due to scheduled appointments our technicians cannot accommodate and will need to return to your home or business on a different date. Our services are listed on the price quote that you received. Please ensure that you request all of the services that you need before your service appointment date so that we can allot the amount of time that is needed to complete all of the services.
12. **Electrical work:** None of our services include electrical work. If your project requires electrical work we recommend that you contact an electrician before the date of your service appointment.
13. **New construction homes:** Many of our customers have recently purchased new construction homes and need our services. We never know what is behind a wall until we open it up. Sometimes when we open a wall there are surprises due to the way that the house was built. In some cases, for example with television mounting we might need to create extra holes in the wall in order to complete the installation in the area that was selected by the customer. We assume no liability for wall repairs resulting from these surprises.

By using our services, you acknowledge that you have read, understand, and agreed to these Terms of Service. If you are not in agreement with these Terms of Service we ask that you discontinue use of our services.



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