

Terms of Service & Service Policies

Version 2: Full Downloadable PDF Terms of Service

1. Scope and Acceptance

These Terms of Service apply to all products and services provided by 1ClickFix Home IT Solutions ("1ClickFix", "we", "our", or "us"), including but not limited to:

- On-site residential IT support
- Remote support services
- Computer diagnostics and troubleshooting
- Operating system installation and repair
- Virus and malware removal
- Home Wi-Fi and network setup
- Data backup, migration, and recovery services
- Hardware repairs and upgrades
- Smart home device support
- Future CCTV and smart security services

By requesting, booking, authorizing, or accepting services, you acknowledge that you have read, understood, and agreed to these Terms and Service Policies.

2. Service Standard

We provide services using commercially reasonable skill, care, and industry best practices. Technical outcomes may be affected by conditions beyond our control, including:

- Existing hardware failures
- Software corruption
- Operating system issues
- Malware or cybersecurity incidents
- Internet Service Provider (ISP) outages
- Third-party service interruptions
- Manufacturer restrictions

We do not guarantee that every issue can be diagnosed, repaired, recovered, or permanently prevented from recurring.

2.1 Customer Acknowledgement

Customers acknowledge that IT troubleshooting is a diagnostic process and outcomes may vary depending on the condition of the device, software, network, and external factors.

3. Customer Responsibilities

Customers agree to:

- Maintain backups of important files and data before service;
- Provide accurate information regarding issues being experienced;
- Provide access to devices, software, network equipment, and accounts where required;
- Ensure a safe and suitable working environment;
- Change passwords after providing credentials for troubleshooting where appropriate.

Liquid Damage Repair Service Terms

4. On-Site Service Policy

Services are performed at the customer's location. Work will be completed in front of the customer whenever practical. We may refuse or discontinue service where conditions are unsafe, unlawful, abusive, or unreasonable.

4.1 Right to Refuse or Limit Service

1ClickFix reserves the right to decline or limit diagnostic or repair services where equipment is severely damaged, unsafe, compromised, unsupported, or presents an unreasonable risk to equipment, personnel, or customer data.

5. No Fix, No Service Fee Guarantee

At 1ClickFix Home IT Solutions, we are committed to delivering reliable, professional, and transparent IT support services. We stand behind the quality of our workmanship and make every reasonable effort to diagnose and resolve the issues presented to us.

If, after completing our assessment, diagnostics, and reasonable troubleshooting efforts, we are unable to resolve the original issue for which service was requested, you will not be charged for the repair labour directly associated with that specific service.

5.1 Charges That May Still Apply

Notwithstanding the above, the following charges may still apply where they have been disclosed to and approved by the customer in advance:

- Diagnostic and assessment fees;
- Travel, transportation, or on-site service call fees;
- Hardware, replacement parts, accessories, equipment, cables, or consumables purchased or supplied;
- Software licences, subscriptions, activation fees, cloud services, or digital products;
- Third-party products or services;
- Services already completed, partially completed, or specifically requested by the customer prior to determining that the original issue could not be resolved.

5.2 Scope of the Guarantee

This guarantee applies only to repair labour associated with the attempted diagnosis, repair, or resolution of the reported issue.

The No Fix, No Service Fee Guarantee does not apply where:

- The customer declines recommended repairs, solutions, or replacement components required to resolve the issue;
- The issue is caused by internet service providers, manufacturers, software vendors, third-party services, or factors beyond the control of 1ClickFix Home IT Solutions;
- Additional work has already been completed at the customer's request;
- Hardware, software, licences, subscriptions, or services have been purchased, installed, configured, supplied, or consumed during the service.

5.3 Technical Limitations

The customer acknowledges that not all technology-related issues can be successfully diagnosed, repaired, recovered, or prevented from recurring.

Technical outcomes may be affected by factors beyond the control of 1ClickFix Home IT Solutions, including but not limited to:

- Hardware failure or defective components;
- Software corruption or operating system issues;
- Malware, ransomware, or cybersecurity incidents;
- Manufacturer restrictions or unsupported equipment;
- Third-party software limitations or service interruptions;
- Internet connectivity or Internet Service Provider (ISP) issues;
- Cloud service outages;
- Data corruption or prior system damage;
- Pre-existing device conditions.

Accordingly, 1ClickFix Home IT Solutions does not guarantee that every issue can be successfully diagnosed, repaired, recovered, or permanently resolved.

5.4 Customer Communication

Where an issue cannot be resolved, we will:

- Explain our findings and the work performed;
- Advise the customer of any known limitations, contributing factors, or root causes identified;
- Recommend alternative solutions, repairs, replacement options, or next steps where reasonably available;
- Ensure that repair labour charges relating to the unresolved issue are not applied in accordance with this policy.

5.5 Our Commitment

Our commitment is built on:

- Honest advice and professional recommendations;

- Transparent communication throughout the service process;
- Upfront pricing and customer approval before additional work is performed;
- No hidden charges;
- Respectful, professional, and trustworthy service;
- Fair billing practices and customer-focused support.

Our goal is to provide homeowners with dependable technology support they can trust. When a problem cannot be resolved, we will be transparent about the outcome, explain the reasons, and ensure our billing practices remain fair and consistent with this guarantee.

6. Estimates, Diagnostic Fees & Customer Approval

6.1 Estimates and Quotes

Any estimate or quotation is based on information available at the time and may change if additional issues are discovered during diagnostics.

6.2 Diagnostic Fees

Where diagnostic fees apply:

- Fees will be disclosed beforehand;
- Customer approval will be obtained before charges are applied.

6.3 Additional Work

No additional chargeable work, products, services, or scope changes will proceed without customer approval.

7. Travel & Service Call Fee

Travel Fee Rate: \$0.80 per kilometre (KM)

Distance is calculated from Edmonton Downtown (City Centre) to the service address.

Travel fees:

- Apply per visit;
- Are disclosed before work begins;
- May apply even when the original issue cannot be resolved.

8. Payment Terms

Payment is due upon completion unless otherwise agreed in writing. Work is considered accepted upon completion and reasonable testing. Failure to pay may result in refusal of future services or collection activity where permitted by law.

9. Limited Service Warranty

We provide a limited labour warranty of five (5) calendar days from the date of service. Warranty coverage applies only to issues directly related to the original service provided.

This warranty does not cover:

- New or unrelated issues;

- Hardware failures occurring after service;
- Customer modifications;
- Third-party modifications;
- Software updates or configuration changes after service;
- Accidental damage, misuse, neglect, or environmental factors.

Follow-up appointments remain subject to scheduling and availability.

10. Data and Device Risk

Customers are solely responsible for backing up data before service. IT services may involve inherent risks, including:

- Data loss;
- Data corruption;
- Hardware failure;
- Software instability;
- Operating system corruption;
- Application incompatibilities.

1ClickFix Home IT Solutions shall not be responsible for loss of data where a backup was not maintained.

11. Remote Support & VPN Services

Where remote services are provided:

- Customer authorizes secure remote access;
- Sessions utilize encrypted technologies;
- The customer may terminate the session at any time.

We are not responsible for outages, interruptions, or limitations caused by third-party platforms or internet providers.

12. Third-Party Products and Services

Products, subscriptions, software, antivirus solutions, cloud services, and other third-party services remain subject to the provider's own terms, warranties, and policies. 1ClickFix Home IT Solutions accepts no responsibility for third-party service performance.

13. Limitation of Liability

To the fullest extent permitted by law:

- 1ClickFix Home IT Solutions is not liable for indirect, incidental, consequential, special, or punitive damages;
- Liability is limited to the amount paid for the applicable service visit.

13.1 Force Majeure

We shall not be responsible for delays or inability to perform services due to:

- Severe weather;
- Utility outages;
- Internet outages;
- Supply chain delays;
- Government restrictions;
- Emergencies beyond our control.

14. Consumer Rights – No Waiver

Nothing in these Terms limits, excludes, or waives any rights or protections available under:

- The Consumer Protection Act (Alberta);
- Applicable provincial legislation;
- Applicable federal legislation.

Where a provision is found unenforceable, it shall be modified to comply with applicable law while the remainder of these Terms continues in force.

15. Cancellation Rights

Where required by Alberta law, customers will be provided with any applicable cancellation notices or statutory cancellation rights documentation. Direct sales transactions will be handled in accordance with applicable Alberta consumer protection legislation.

16. Booking & Appointments

Customers must provide accurate information during booking. Missed appointments or late cancellations may result in service charges. Photos, device information, and additional details may be requested before attendance.

17. Privacy

Customer information is collected solely for:

- Service delivery;
- Scheduling;
- Communication;
- Billing;
- Administration.

Customer data is never sold to third parties.

18. Future Services

Future service offerings may include:

- CCTV Installation

- Smart Door Lock Installation
- Home Security Systems
- Additional Smart Home Technology Services

Additional service-specific agreements may apply.

19. Governing Law

These Terms are governed by the laws of the Province of Alberta and the applicable federal laws of Canada.

20. Service Protection Policies

20.1 Cancellation & No-Show Policy

Missed appointments and late cancellations may result in service fees.

20.2 Arrival Window Policy

Appointments are scheduled within estimated arrival windows rather than exact times.

20.3 Pre-Existing Condition Policy

1ClickFix is not responsible for issues or defects existing prior to service.

20.4 Data Responsibility Policy

Customers are responsible for backing up data before service.

20.5 Software Licensing Policy

Only legally licensed software will be installed or supported.

20.6 Payment Enforcement Policy

Payment is due upon completion unless agreed otherwise in writing.

20.7 Scope Definition Policy

Work is limited to approved scope. Additional work requires approval.

20.8 Refusal Rights Policy

We reserve the right to refuse or discontinue service where appropriate.

20.9 Customer Approval Policy

No additional work or costs will proceed without customer approval.

21. Contact Information

1ClickFix Home IT Solutions

 1clickfix.ca

 support@1clickfix.ca

 825-333-9400

 Edmonton, Alberta, Canada

Customer Acknowledgement

By booking, authorizing, or accepting services from 1ClickFix Home IT Solutions, the customer acknowledges that they have read, understood, and agreed to these Terms of Service and Service Policies.

One Click. Problem Solved. 