



Susquehanna Computer Innovations, Inc.

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By allowing Susquehanna Computer Innovations (SCI) to remotely access your device, you agree to the following:

1. You are allowing SCI unrestricted access to your device and its contents for the duration of the support session.
2. You agree that SCI will not be responsible for problems resulting from third party software or hardware installed on your system, whether installed by our support staff or you.
3. You agree that SCI will not be held responsible for lost data due to hardware failure, virus, spyware, corruption, or any other circumstance.
4. You understand that our SCI technicians will troubleshoot, evaluate, and/or otherwise perform service or technical support work on your device. As part of this service, they may run applications, install and/or uninstall software, reconfigure and make changes to your device in an attempt to correct your problem.

Warranty & Limited Liability

- Due to the unpredictable nature of providing remote support, these services are provided without warranty.
- In no event will SCI be liable for any loss of profit or revenue by Client, or for any other consequential, incidental, indirect or economic damages incurred or suffered by Client arising as a result of or related to the Remote Support Services, whether in contract, tort, or otherwise, even if Client has been advised of the possibility of such loss or damages.
- The total liability of SCI for any and all claims of any kind arising as a result of or related to this Remote Support Service, or to any act or omission by SCI, whether in contract, tort or otherwise, will not exceed an amount equal to the amount actually paid by Client to SCI for this Remote Support Services session.

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