

# Client Service Terms

**Version:** v1.0

**Effective Date:** June 17, 2026

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## 1. Purpose

These Client Service Terms ("Terms") govern services provided by Welby Group LLC, doing business as PluggedIn Pros ("PluggedIn Pros", "Provider"), to the client ("Client").

These Terms apply to all services provided by PluggedIn Pros unless superseded by a separate written agreement.

Acceptance of an estimate, proposal, onboarding form, service authorization, or other written authorization constitutes acceptance of these Terms.

## 2. Services

PluggedIn Pros provides technology consulting, troubleshooting, assessment, installation, documentation, and related technical services.

The scope of each engagement is defined by the applicable estimate, proposal, service description, statement of work, or written authorization.

Services requested outside the approved scope may require additional authorization and may result in additional charges.

## 3. Authorization

The Client represents that the individual requesting services is authorized to:

- request services on behalf of the Client;
- approve estimates and service engagements;
- authorize access to facilities, equipment, systems, and information necessary to perform the requested services.

PluggedIn Pros may reasonably rely upon such authorization unless notified otherwise in writing.

## **4. Scheduling and Site Access**

The Client agrees to provide reasonable access to:

- facilities;
- equipment;
- network infrastructure;
- personnel;
- documentation;

required to perform the requested services.

The Client is responsible for ensuring that appropriate personnel are available when necessary.

Appointments may be rescheduled by either party when reasonably required.

## **5. Documentation and Information Retention**

To support service delivery, future support activities, and business administration, PluggedIn Pros may retain records related to client engagements, including:

- contact information;
- equipment information;
- network information;

- service notes;
- troubleshooting records;
- diagrams;
- photographs;
- service history;
- operational observations.

Such information may be retained for the purpose of supporting future engagements, maintaining continuity of service, and preserving institutional knowledge regarding the Client's environment. Records may be retained indefinitely.

PluggedIn Pros will make reasonable efforts to protect retained information from unauthorized access but cannot guarantee absolute security.

## **6. Credentials and Access Information**

PluggedIn Pros may receive, generate, or retain credentials necessary to perform authorized services, including usernames, passwords, Wi-Fi credentials, API keys, access codes, and similar access information.

Credential information may be retained only as reasonably necessary to support authorized services, future support activities, and continuity of service.

PluggedIn Pros will make reasonable efforts to protect credential information from unauthorized access but cannot guarantee absolute security.

## **7. Photography**

During service engagements, PluggedIn Pros may photograph equipment, infrastructure, cable installations, equipment labels, and related technical assets for documentation and support purposes.

Photographs may be retained as part of the Client's service records.

Photographs will not intentionally focus on customers, employees, or unrelated personal information.

## **8. Estimates and Additional Work**

Estimates are based on information reasonably available at the time they are prepared.

If additional work is required beyond the approved scope, PluggedIn Pros will make reasonable efforts to obtain authorization before proceeding.

Certain low-risk corrective actions may be performed during troubleshooting or support engagements when necessary to facilitate diagnosis or restore service.

## **9. Billing and Payment**

Invoices are due according to the payment terms stated on the invoice.

Unless otherwise agreed in writing, invoices are due within fifteen (15) days of issuance.

The Client is responsible for payment of all authorized services performed on its behalf.

PluggedIn Pros reserves the right to suspend future services for accounts with outstanding balances.

PluggedIn Pros reserves the right to assess reasonable late-payment charges, collection costs, and returned-payment fees where permitted by applicable law.

## **10. Third-Party Systems, Vendors, and Referrals**

Many services involve systems owned or operated by third parties, including:

- Internet service providers;
- cloud service providers;
- point-of-sale vendors;
- hardware manufacturers;

- software providers;
- telecommunications providers.

PluggedIn Pros does not control such systems and cannot guarantee their availability, performance, reliability, or behavior.

Recommendations regarding third-party systems or vendors are provided in good faith based upon available information.

PluggedIn Pros may utilize qualified subcontractors or specialized service providers when appropriate to complete authorized work.

When PluggedIn Pros refers the Client to a third-party vendor, contractor, or service provider, such referral is provided as a convenience only. PluggedIn Pros is not responsible for services provided directly by third parties.

## **11. Safe Working Environment**

The Client agrees to provide a reasonably safe working environment and to disclose known hazards relevant to the engagement.

PluggedIn Pros will exercise reasonable care while performing authorized services.

## **12. Warranties and Limitations**

Technology systems are inherently complex and may involve factors beyond the Provider's control.

PluggedIn Pros makes no guarantee that a particular issue can be diagnosed, resolved, prevented, or avoided.

Certain services, including assessments and troubleshooting engagements, may result in recommendations rather than direct remediation.

Services are provided on a commercially reasonable efforts basis.

PluggedIn Pros is not responsible for loss of data, business interruption, service outages, or consequential damages arising from factors outside its reasonable control.

The Client remains responsible for maintaining appropriate backups, security measures, disaster recovery plans, and business continuity procedures.

To the maximum extent permitted by law, PluggedIn Pros shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages arising from the use of its services.

### **13. Recommendations and Client Decisions**

PluggedIn Pros may provide recommendations intended to improve reliability, performance, maintainability, security, operational efficiency, or future scalability.

Implementation of such recommendations remains the responsibility of the Client unless separately authorized as a service engagement.

### **14. Changes to Terms**

PluggedIn Pros may update these Terms from time to time.

Updated versions will be identified by version number and effective date.

Future engagements may require acknowledgment of revised Terms.

### **15. Contact Information**

Questions regarding these Terms may be submitted through:

[Contact PluggedIn Pros](#)