

Terms and Conditions for SOS Team Services

SOS Team LLC (“**SOS**” or “**we**”) will provide a customer (“**you**”) with services in the areas indicated on the following terms and conditions that you will be deemed to have accepted by contacting SOS:

1. Acceptance of this Agreement. These terms and conditions (collectively, this "**Agreement**") constitute a legal agreement between the you and SOS. By using or receiving any services supplied to you by SOS (together with the website located at <http://sosteam.us> (collectively, the "**Service**"), you hereby expressly acknowledge and agree to be bound by the terms and conditions of this Agreement, and any future amendments and additions to this Agreement as published from time to on the website.
2. Our Right to Modify the Agreement. SOS reserves the right to modify the terms and conditions of this Agreement or its policies relating to the Service at any time, effective upon posting of an updated version of this Agreement on the web site. You are responsible for regularly reviewing this Agreement. Continued use of the Service or Software after any such changes shall constitute your consent to such changes.
3. Request for Service; Rates. You may contact SOS by email, fax or telephone, submitting a description of the service or services you require. SOS will refer you to its ordinary and emergency rate schedule for services included on the web site. Please note the pricing information published on the website may not reflect the prevailing pricing in which case we will inform you as to prevailing pricing during our initial contact with you.
4. Work Order. Based on our initial contact with you, we will establish the specific terms of the work order you submit (“**Work Order**”) and you will accept the Work Order either verbally or by email or fax You will sign a hard copy of the Work Order when the SOS technician (“**Technician**”) arrives at the work site.
5. Payment. We will require a payment in full of the standard fixed rate for the service requested by Work Order. Payment must be made by credit card. If after analysis of the conditions at the work site the Technician estimates that the service charge will be greater than the standard fixed rate, the Technician will discuss the situation with you and so inform SOS so we can agree on payment conditions for the additional charge before work is commenced.
6. Time of Arrival of Technician. SOS will provide you with an estimated time of arrival of the SOS technician at the work site and will use its best efforts to cause its Technician to respect the quoted ETA.
7. Cancellation Fee. If you cancel a Work Order before the arrival of the Technician, or if the Technician considers that the work cannot be performed, you will be charged ____% of the standard fixed rate for the project in question, and SOS will return the overage to you.

8. Billing for Materials and Supplies. The technician may bill you for supplies or materials that are outside the ordinary scope of those normally provided by a Technician in the specific area.

9. Status of Technicians. Our Technicians are all independent contractors. Although efforts are made to insure that our Technicians are properly qualified and licensed, the business relationship as regards the services to be performed is between you and the Technician who shall be solely liable for any losses or damages arising in connection with or in any way relating to the provision of the services to you. SOS is not liable for the actions or inaction of a Technician and specifically disclaims any warranties or guarantees in connection therewith. SOS does not guarantee or warrant, and makes no representations regarding, the reliability, quality or suitability of such Technicians.

10. Disclaimer of Liabilities. SOS DOES NOT PROVIDE SERVICES, AND SOS IS NOT A SERVICE PROVIDER. AND HAS NO RESPONSIBILITY OR LIABILITY FOR ANY SERVICES PROVIDED TO YOU BY SOS TECHNICIANS. When interacting with a Technician, you should exercise caution and common sense to protect your personal safety and property, just as you would when interacting with other persons whom you don't know. By using the SOS Services, you agree to hold SOS free from the responsibility for any liability or damage that might arise out of the transaction involved. SOS IS NOT RESPONSIBLE FOR THE CONDUCT OF A TEHNICIAN AND WILL NOT BE LIABLE FOR ANY CLAIM, INJURY OR DAMAGE ARISING IN CONNECTION WITH YOUR USE OF THE SERVICE.

11. Final Confirmation. When the service you request has been completed, you should confirm that the work has been finished by email or telephone and provide SOS with your approval and a report in writing rating the performance of the Technician.

12. Special Projects; Estimates. We can provide you with an estimate for work that involves more than a service call.