

Terms and Conditions

1. These terms and conditions govern the relationship between XeraSupport and the purchaser of services. These terms and conditions may be added to and/or modified, without notice.
2. All passwords, account login details, financial account numbers, and financial information acquired by XeraSupport in order to perform services will be held in strict confidence. Such information will only be released to authorities upon receipt of legal warrants or subpoenas, as required by law.
3. All information acquired by XeraSupport, in the course of performing services, will be held by XeraSupport for a period of 3 years following the ending of services between XeraSupport and the purchaser. After this 3 year period, all information related to services for the purchaser will be destroyed.
4. This contract can be ended without prejudice within one week following written notice from either party. All services rendered during that notice week will be billable and require payment.
5. A non-refundable deposit is required before services from XeraSupport will begin. If no deposit is paid, XeraSupport is under no obligation to provide services.
6. Failure to pay remaining amount within 7 days of completion of services will result in the discontinuation of future services.
7. There will be a 0.25% per diem late charge following the 7 day grace period to pay invoice due.
8. The purchaser must provide all required information in a timely manner, to ensure uninterrupted service. Failure to provide information will not count against XeraSupport's ability to provide services.
9. XeraSupport must be given 24 hours notice before deadlines. Failure to give notice may result in deadlines not being met.
10. XeraSupport will give 10% refund if an agreed-upon deadline is not met by XeraSupport due to a failure on the part of XeraSupport. Failure to receive needed information or payment will nullify any agreed-upon deadlines, and will void this term.

11. Refunds can only equal up to payment of invoice, not including non-refundable deposit. No refunds will be issued beyond the stated amount on the invoice minus the deposit.
12. XeraSupport does not accept liability for any content or loss related to content provided by the purchaser. The purchaser is responsible for their own data storage and is required to keep backup copies of all content. Failure to do so, and loss of data suffered due to services provided by XeraSupport, will not be compensated for by XeraSupport.
13. XeraSupport guarantees the quality of their services, to the limit of the service provided. XeraSupport does not accept liability for any changes made by the purchaser, while XeraSupport is providing services. Liability is limited to the invoice amount, minus the non-refundable deposit.
14. XeraSupport may offer advice at the request of the purchaser. XeraSupport accepts no liability if the purchaser chooses to follow that advice. Purchasers must make their own decisions and consult qualified professionals where applicable.

Acceptance

Your deposit indicates acceptance of these terms and conditions and entrance into a contractual agreement with XeraSupport, beginning on the deposit date.