

# Terms of Service

**Last Updated:** June 2026

Welcome to Roes Technology. ("Roes Tech", "we", "our", or "us"). By accessing or using our website and services, you agree to be bound by these Terms of Service ("Terms"). If you do not agree with these Terms, please do not use our website or services.

## 1. Services

Roes Technology provides technology support, consulting, computer setup, maintenance, troubleshooting, training, and related technology services to residential and small business customers.

Services may be provided remotely, on-site, or through other mutually agreed methods.

We reserve the right to modify, suspend, or discontinue any service at any time.

## 2. Estimates and Pricing

Any estimate or quotation provided by Roes Technology is valid for the period stated in the estimate.

Actual charges may vary if:

- Additional work is requested;
- New issues are discovered during service delivery;
- Required hardware or software costs change.

Customers will be informed of significant changes before additional billable work is performed whenever reasonably possible.

## 3. Payment Terms

Payment is due according to the terms stated on the invoice.

Unless otherwise agreed in writing:

- Invoices are due within thirty (30) days of the invoice date.
- Overdue accounts may be subject to interest charges permitted under applicable law.
- Customers are responsible for all applicable taxes.

Roes Technology reserves the right to suspend future services for overdue accounts.

## 4. Customer Responsibilities

Customers agree to:

- Provide accurate information regarding their systems and requirements.
- Maintain current backups of important data.

- Provide necessary access to equipment, accounts, and systems required to perform services.
- Ensure that they have appropriate authorization to request services involving any equipment, accounts, software, or networks.

## **5. Data Backup and Data Loss**

Customers are solely responsible for maintaining backups of all important data.

While Roes Technology takes reasonable care when performing services, technology services involve inherent risks including data corruption, data loss, hardware failure, software failure, and service interruptions.

Roes Technology is not responsible for the loss of data, files, programs, or information unless required by applicable law.

## **6. Third-Party Products and Services**

Roes Technology may recommend, install, configure, or support third-party hardware, software, cloud services, or online services.

Roes Technology does not manufacture or control these products and makes no guarantees regarding their performance, availability, security, or suitability.

Any warranties for third-party products are provided solely by the manufacturer or vendor.

## **7. No Guarantee of Results**

Technology services often involve diagnosing complex issues.

Roes Technology does not guarantee:

- Resolution of every technical problem;
- Compatibility between all hardware and software;
- Uninterrupted operation of any system;
- Protection against future failures, security incidents, malware, or cyberattacks.

## **8. Limitation of Liability**

To the fullest extent permitted by applicable law, Roes Technology shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages arising from or relating to the use of our website or services.

This includes, without limitation:

- Loss of data;
- Loss of profits;
- Loss of business opportunities;
- Loss of goodwill;

- Business interruption.

To the fullest extent permitted by law, Roes Technology's total liability for any claim arising out of or relating to services shall not exceed the amount paid by the customer for the specific services giving rise to the claim.

Nothing in these Terms limits rights that cannot be excluded under applicable law.

## **9. Service Scheduling and Cancellation**

Appointments may be rescheduled or cancelled by either party with reasonable notice.

Roes Technology reserves the right to charge for missed appointments or late cancellations where reasonable notice is not provided.

## **10. Website Use**

Users agree not to:

- Use the website for unlawful purposes;
- Attempt unauthorized access to systems or data;
- Distribute malware or harmful code;
- Interfere with the operation of the website.

We reserve the right to restrict access to any user who violates these Terms.

## **11. Intellectual Property**

All content on this website, including text, graphics, logos, branding, and other materials, is owned by or licensed to Roes Technology and is protected by applicable intellectual property laws.

No content may be copied, reproduced, or distributed without prior written permission.

## **12. Privacy**

Collection and use of personal information is governed by our Privacy Policy.

By using our website or services, you consent to the collection and use of information as described in that policy.

## **13. Governing Law**

These Terms shall be governed by and interpreted in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

Any disputes arising from these Terms or the use of our services shall be subject to the exclusive jurisdiction of the courts located in Ontario, Canada.

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

Roes Technology may update these Terms from time to time.

Updated versions will be posted on this website and become effective upon posting.

Continued use of the website or services following any changes constitutes acceptance of the revised Terms.

## **15. Contact Information**

For questions regarding these Terms, please contact:

**Roes Technology**

contact@roestech.ca

226-336-7366