

# ProTech Plan Agreement

This Agreement (“Agreement”) is entered into between Boone Studios, LLC (“Provider”) and the subscribing customer (“Customer”) and governs the terms of the ProTech Plan (“Plan”). By enrolling in the Plan, Customer agrees to the following terms and conditions:

## 1. Plan Coverage & Benefits

### 1.1. ProTech Plan (\$19.99/month per device)

- **Remote Support:** Unlimited free remote troubleshooting and assistance.
- **Discounted In-House Services:** 25% off labor for all in-shop repairs.
- **Included Equipment Upgrades:** As part of the ProTech Plan, Boone Studios will provide **replacement service** for essential components, such as storage or RAM, when necessary.
- **Annual PC Wellness Check:** Comprehensive system diagnostics and tune-up.

### 1.2. ProTech Advantage Plan (\$24.99/month per device)

- Includes all benefits of the **ProTech Plan**, plus:
- **Free In-House Repairs:** No labor costs for covered services.
- **Twice-a-Year Tune-Ups:** A complete system check every six months.
- **Emergency On-Site Support:** Priority scheduling for urgent repairs.

## 2. Hardware Replacement Terms

### 2.1. Aging Equipment Replacement

- After **one (1) full year of continuous subscription**, Boone Studios will provide **replacement service** for aging internal components, including RAM and storage devices (excluding cosmetic or non-essential components).
- Replacement coverage is subject to a **reasonable limit of up to \$150 per device** per replacement cycle. If replacement costs exceed this limit, the Customer may cover the difference or opt for a **discounted upgrade**.
- Boone Studios provides **this service as part of the subscription plan and does not offer warranties** on replaced components.
- Boone Studios reserves the right to **decline excessive replacement requests** if a device is deemed beyond reasonable maintenance due to age, condition, or repeated repairs.

## 2.2. SSD Upgrade Policy

- Customers with **hard disk drives (HDDs)** will receive a **free SSD upgrade** to the same storage capacity.
- **Future SSD replacements** will be available **once every 3 to 5 years**, based on device usage:
  - **Gaming or high-performance applications:** Eligible every **3 years**.
  - **Casual use, business, or general work applications:** Eligible every **5 years**.

## 3. Payment & Cancellation

- The Plan is billed at **\$19.99/month per device** for **ProTech** and **\$24.99/month per device** for **ProTech Advantage** unless canceled.
- **No refunds** will be issued for any payments made.
- If the Customer cancels their subscription, services will remain active **until the end of the current billing cycle**, after which all ProTech benefits will terminate.

## 4. Limitations & Exclusions

- The Plan **does not cover** accidental damage, liquid damage, or repairs requiring motherboard or CPU replacement.
- Devices must be in **working order** at the time of enrollment.
- Boone Studios reserves the right to refuse service for devices with **pre-existing damage or excessive wear**.
- The ProTech Plan is a **service subscription, not a warranty or insurance policy**. Boone Studios provides **preventative maintenance, upgrades, and repair services as outlined in this Agreement** but does not assume liability for product defects, manufacturer issues, or damages outside of normal wear and tear.

## 5. Modifications & Termination

- Boone Studios may modify the Plan benefits or pricing with **30 days' notice** to the Customer.
- Boone Studios may terminate a Customer's subscription for **misuse, fraud, or failure to comply with the Agreement**.

## 6. Acceptance of Terms

By enrolling in the ProTech Plan, the Customer acknowledges and agrees to all terms outlined in this Agreement.