

# Whole 9 Gigs Membership Terms of Service

## 1. Introduction

These Terms & Conditions ("Terms") outline the agreement between you and 9GB Tech, LLC ("9GB Tech," "we," or "us") regarding your participation in the Whole 9 Gigs membership program ("Membership").

By enrolling, you agree to the benefits, limitations, and responsibilities described herein. This Membership automatically renews unless cancelled.

## 2. Membership Benefits

- VIP Customer Support (appointments as early as 9AM)
- 2 Annual PC or Laptop Tune-Ups
- Unlimited 30-Minute One-on-One Training
- Standard Virus Removal
- 1 Free New Device Setup per Year
- 15% Off Most Repairs and Upgrades
- Free Services: Basic Data Recovery, Data Transfer & Backup, Password Recovery, Email Migration
- Software Installation/Removal
- 1 OS Install/Upgrade per Year
- Help with Internet & Email Issues
- Mobile App Assistance
- 10% Off VHS/DVD Transfers & Photo Restoration

## 3. Limitations of Service

- Does not include server support
- Hardware failures not covered
- Support for non-9GB Tech products is not guaranteed
- Trip charges apply beyond 10 miles of Columbia City, IN
- Additional fees may apply for in-home services exceeding 90 minutes

## 4. Your Responsibilities

- Back up your data or request our assistance before service

- Provide access to your home for scheduled visits
- Maintain a safe and respectful environment
- Keep a valid payment method on file
- Use the Membership for personal use only

## **5. Cancellation and Renewal**

Memberships renew automatically on a monthly or annual basis. You may cancel:

- In-store or by phone at (260) 209-4794
- Within 30 days (annual) or 7 business days (monthly) for a full refund
- Future billing stops upon cancellation

## **6. Dispute Resolution**

By enrolling, you agree to resolve disputes through individual arbitration.

- No class actions or jury trials
- A 60-day good faith effort must be made before arbitration
- Full details available at [9gbtech.com/whole9gigs](https://9gbtech.com/whole9gigs)

## **7. Legal Notices**

- Services are provided "as-is" without warranties
- Liability is limited to the cost of the Membership
- Terms governed by Federal Arbitration Act and applicable federal law