



Service Plan Terms & Conditions

Parties:

Blue Sky Automation LLC (“Company”)

Client (“you” or “Client”)

1. Service Plan Options

Clients may select from the following monthly Service Plans:

Plan Tier	Monthly Fee	Included Features
Basic	\$50/mo	✓ Discounted labor rate: \$175/hr ✓ On-site service visit within 5 days of contact ✓ Holiday & weekend service call rate: \$250/hr
Gold	\$150/mo	✓ Unlimited remote troubleshooting support ✓ Discounted labor rate: \$155/hr ✓ On-site service visit within 3 days of contact ✓ Holiday & weekend service call rate: \$225/hr
Platinum	\$250/mo	✓ Quarterly on-site system health check ✓ Unlimited remote troubleshooting support ✓ Discounted labor rate: \$150/hr ✓ On-site service visit within 2 days of contact ✓ Holiday & weekend service call rate: \$200/hr

2. Scope of Services

The following services are included depending on the plan:

Remote Access & Updates: Scheduled remote access and updates to AV / Network & Power Management Systems

Proactive Monitoring & Remote Repair: Continuous system oversight to identify and resolve issues before they escalate.

- Reactive Remote Repair: Immediate remote interventions upon client request.
- Monthly System Checkups: Regular, remote performance reviews to maintain system health. (Network & Power Management Systems)
- Client Communication: Support provided via email, text, and live chat.
- Discounted Service Call Rates: Reduced labor rates for on-site visits with priority scheduling.

3. Exclusions & Limitations of Service

- Damage caused by client misuse, third-party work, or acts of nature.
- Equipment not originally installed or provided by Blue Sky Automation.
- Cosmetic issues, upgrades, or replacements outside normal maintenance.

4. Force Majeure Clause

Company shall not be liable for delays or failure to perform resulting from causes beyond its reasonable control, including but not limited to natural disasters, power outages, supply chain disruptions, labor disputes, or government actions.

5. Indemnification

Client agrees to indemnify and hold harmless Blue Sky Automation LLC, its employees, and contractors from any claims, damages, or expenses arising out of misuse of systems or third-party interference

6. Term, Renewal & Termination

This Agreement begins on the client's requested start date and continues on a monthly, automatic renewal basis.

May be terminated by either party with 30 days' written notice.

The Company reserves the right to immediately terminate the Agreement if the Client fails to make timely payments or breaches any terms.

7. Payment Terms

Payment is due on the first day of each month.

Late payments are subject to a 1.5% per month fee on the outstanding balance.

8. Client Responsibilities

Clients must provide Blue Sky Automation with necessary remote access to perform services.

Ensure systems are compatible with the Company's remote access tools.

9. Limitation of Liability

The Company is not liable for indirect, incidental, special, or consequential damages arising from the services provided.

Total liability under this Agreement is limited to the total fees paid by the Client in the preceding 12 months.

10. Confidentiality

Both parties agree to maintain the confidentiality of any sensitive information exchanged during the term of this Agreement and not disclose it without prior written consent.

11. Governing Law

This Agreement is governed by and construed under the laws of State Of Florida.

12. Entire Agreement

This document, along with the selected Service Plan, comprises the entire Agreement between the parties, superseding all prior discussions or representations.

13. Acceptance

By subscribing to a Service Plan, the Client acknowledges they have read, understood, and agree to these terms.