



TERMS OF SERVICE

The UI Guys

Last Updated: March 29, 2026

1. Agreement to Terms

By accessing or using the services provided by The UI Guys ("Company," "we," "our," or "us"), you ("Client," "you," or "your") agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, you may not use our services. These Terms apply to all services provided including IT support, network installation, smart home integration, and related services.

2. Description of Services

The UI Guys provides information technology services including but not limited to:

- Network infrastructure design and installation
- Ubiquiti/UniFi equipment setup and configuration
- Smart home integration and automation
- IT support and troubleshooting
- Security system installation and monitoring
- Structured cabling and wireless solutions
- Client portal access and support ticketing

3. Service Agreements and Scope

All services will be performed according to written agreements, proposals, or work orders. The scope of work, timeline, and pricing will be clearly defined before commencement. Any changes to the agreed scope must be approved in writing and may result in additional charges.

4. Payment Terms

Payment terms are as follows:

- Invoices are due within 30 days of the invoice date unless otherwise agreed
 - A 1.5% monthly service charge may be applied to overdue accounts
 - Payment methods include check, bank transfer, and approved credit cards
 - Deposits may be required for large projects or new clients
 - Disputed charges must be reported within 30 days of invoice date
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5. Client Responsibilities

Clients are responsible for:

- Providing accurate project requirements and specifications
 - Ensuring safe access to work areas and adequate workspace
 - Backing up important data before service work begins
 - Providing necessary power and network access for installations
 - Timely payment according to agreed terms
 - Reporting issues or concerns promptly through our support portal
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6. Warranties and Support

We warrant our workmanship for a period of 90 days from project completion. Equipment warranties are provided by the manufacturer and vary by product. Support is provided through our client portal system with response times based on priority level. This warranty does not cover damage due to misuse, accidents, or unauthorized modifications.

7. Limitation of Liability

To the maximum extent permitted by law, The UI Guys shall not be liable for any indirect, incidental, special, or consequential damages including but not limited to loss of profits, data, or business interruption. Our total liability for any claim shall not exceed the amount paid for the specific service that gave rise to the claim.

8. Data and Privacy

We may access client networks and systems solely for the purpose of providing requested services. We maintain strict confidentiality of client data and implement appropriate security measures. Our Privacy Policy governs the collection and use of personal information. Clients are responsible for backing up critical data before service work begins.

9. Intellectual Property

The UI Guys retains ownership of all proprietary methodologies, configurations, and documentation developed for client projects. Clients receive a license to use such materials for their intended business purposes. Third-party software and equipment remain subject to their respective license terms.

10. Force Majeure

Neither party shall be liable for delays or failure to perform due to causes beyond their reasonable control, including but not limited to natural disasters, government actions, supply chain disruptions, or other unforeseeable circumstances.

11. Termination

Either party may terminate ongoing service agreements with 30 days written notice. Termination does not affect payment obligations for services already provided. Upon termination, we will provide reasonable assistance in transitioning services to another provider, subject to payment of applicable fees.

12. Governing Law and Disputes

These Terms are governed by the laws of the State of Ohio. Any disputes will be resolved through binding arbitration in Mahoning County, Ohio, except for claims seeking injunctive relief which may be brought in state or federal court. The prevailing party may recover reasonable attorney fees.

13. Modifications to Terms

We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting to our website or notification to clients. Continued use of our services constitutes acceptance of modified Terms.

14. Contact Information

For questions about these Terms of Service, please contact us:

The UI Guys

Email: contact@theuiguys.com

Phone: +1 (330) 506-8892

Service Area: Boardman, Canfield, Poland, OH

Website: theuiguys.com
