

KaitTech Solutions

Reliable IT Solutions You Can Trust | kaittech.solutions | kait@kaittech.solutions

Remote Access Disclaimer & Consent Form

Required before any remote support session. Please read carefully, then sign below.

1. What you are agreeing to

You ("the Client") authorize KaitTech Solutions, operated by Kaitlin Guy ("the Technician"), to remotely connect to the computer or device identified below, for the purpose of diagnosing, repairing, configuring, or providing instruction on that device.

2. How the connection works

1. Remote sessions use the screen-sharing application RustDesk or AnyDesk.
2. Every session is started by the Client. The Technician can only connect after the Client opens the application and provides the one-time access code displayed on their screen.
3. All activity is visible to the Client, live, for the entire session.
4. The Client may end the session at any time by closing the application. Access ends when the session ends.

3. What the Technician will and will not do

1. The Technician will only perform work related to the problem described or work approved during the session.
2. The Technician will not access, copy, or share personal files except as needed for the agreed work, and will inform the Client before doing so.
3. The Technician will never ask for banking passwords or process payments through the Client's accounts during a session.

4. Client responsibilities

1. Confirm that you own the device or are authorized to approve work on it.
2. Be present at the device, or reachable, during the session.
3. Back up any files you consider critical before the session if able.

5. Risks and limitation of liability

1. Computer repair carries inherent risk. Despite careful work, repairs can occasionally result in data loss, software incompatibility, or hardware failure, especially on systems already damaged or infected.
2. The Client agrees that KaitTech Solutions and Kaitlin Guy are not liable for loss of data, loss of use, or incidental or consequential damages arising from services performed in good faith, except where caused by gross negligence or willful misconduct.
3. The total liability of KaitTech Solutions for any claim related to a service is limited to the amount paid for that service.

6. Payment

1. The diagnostic fee is \$55, due at booking, and is the minimum charge for any service. It is credited toward the repair.
2. Labor beyond the first hour is billed at \$70 per hour and is always agreed with the Client before it is incurred.

7. Consent and signature

By signing below I confirm that I have read and understood this form, that I authorize remote access as described, and that this authorization covers my booked appointment. I may withdraw consent at any time by ending the session.

Device covered by this consent (make/model, operating system):

Device description

Client full legal name (print)

Client signature

Date

Client email

Client phone

KaitTech Solutions | On-site service area: central Maine | Remote support: nationwide
Form v1.0 (2026). Retain a copy for your records.