

Terms & Conditions

Technical Tutoring has established the following terms and conditions so that our clients and prospective clients are fully informed of the scope of our service. Before enlisting the services of Technical Tutoring or using material from our web site or publications, please review the following terms and conditions which define your rights and benefits as a client of Technical Tutoring.

Technical Tutoring License and Terms and Conditions of Use

Technical Tutoring offers a family history research service (our Services) (hereafter "we", "our" or "us"). "You" or "your" means an adult client of our Services.

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1. TERMS

1.1 You must be 18 years or older to order our Services.

1.2 The fee that you pay is for our expert time and attention. We bill hourly for our professional research services and expertise.

1.3 You are requested to provide a complete research request to Technical Tutoring. A complete research request includes the family or individual to be studied and as much known information regarding their birth, marriage, family, military service, and death as possible.

1.4 Research sessions include a listing of the records examined and a cover letter along with pedigree charts, generational genealogy outlines and kinship reports, as applicable.

2. FEES AND PAYMENTS

2.1 Payment in full for hourly research by check, credit card or money order in United States funds is required. Upon completion, all hourly research costs will be totaled and an invoice included with the research results via U.S. Mail. Hourly expenses include review of your research request, correspondence (e-mail, phone, and postal mail), research, analysis and report writing time.

2.1b Photocopy costs, postage and handling, long distance phone calls, certificate fees, correspondence costs and other miscellaneous expenses will be billed to you. These expenses include, but are not limited to, on-site third party research services and certificate fees. You will be contacted for authorization if these costs might exceed an additional \$25.

2.2 Research sessions are handled in the order that the request is received. Sessions are often completed in 1-2 weeks from receipt. However, there are times that research projects may extend past this time frame pending receipt of outside correspondence or availability of resources. In case of a delay extending past the 2-week period, we will notify you.

2.3 We guarantee thorough and detailed work. Our research is conducted in accordance with the highest standards. Because of variables that can limit success (time allotted, common surnames, time period and place, records availability) during research there is NO guarantee that any specific or positive results will be obtained with any client request. Our skilled researchers promise to do their best work, and that's all that they can offer.

2.4 If and when accounts are over 30 days past due, the account balance will be billed interest and finance charges in the amount of 1 and ½ percent per month until the balance is paid in full.

2.5 Our Service fees and terms may be changed by Technical Tutoring at any time and each renewal of our Services will be at the then standard service fees.

3. MODIFICATIONS TO THIS AGREEMENT AND THE SERVICE.

Technical Tutoring has the right, at its sole discretion and at any time, to modify the terms of this Agreement or our Services. Changes in our Services that will affect you will be posted online at Technical Tutoring.com, or sent via email or postal mail to you. If any portion of this Agreement or any change of this Agreement of our Service is unacceptable to you or will cause you to no longer be in compliance with the Agreement, you may cease using our Services. Continued use of our Services now or following posted notices of changes in this Agreement means that you have accepted and are bound by the changes.

4. MISCELLANEOUS

4.1 **Official correspondence** must be sent via postal mail to: **Technical Tutoring Attn: Customer Service, 4 Sadler Road, Upton, MA 01568.**

4.2 This Agreement is the entire agreement between you and Technical Tutoring and it cannot be amended except in writing.

5. LIABILITY DISCLAIMER

You are engaging our genealogy researchers. They offer their expert time and attention to your research needs. Therefore, a charge is made for their time. Genealogy researchers are entitled to be paid for all time rendered to you at their hourly rates. No ethical researcher can predict or guarantee what new documents or information can be discovered about your family. That information won't be known until research is completed. In fact, there is no guarantee that our

genealogy researchers, or any other genealogy researchers, will be able to locate any new information about your ancestors. However, regardless the outcome, our skilled researchers will provide an explanation of research undertaken and include suggestions for continued research.

6. REFUND POLICY

Because you are purchasing a genealogy researcher's time and expertise, and not a tangible product, your research cost is NON-refundable. If you cancel your research request, the cancellation will take effect immediately, and our researchers will write a summary of the research to that cancellation date. All their time and expenses to date will then be charged to you. There will no refunds related to lack of results or dissatisfaction with any aspect of service.

We guarantee that we will use our combined best efforts and many years experience to provide you with help researching your family history. If the family to be searched is out of our skill area, we will let you know and suggest alternatives.