

Terms of Service for Carlson Solutions LLC

Effective Date: August 16, 2025

Contact Information:

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

Email: contact@carlsonsolutionsmn.com

Phone: (651) 348-0615

1. Introduction

Welcome to Carlson Solutions LLC ("we," "us," or "our"). These Terms of Service ("Terms") govern the provision of our IT services, including but not limited to computer repairs, data transfers, network setup, security camera system installations, and recurring remote management services, to both individual and business clients. By engaging our services, whether through direct contact, our websites (cjc24.com or carlsonsolutionsmn.com), or other means, you ("Client" or "you") agree to be bound by these Terms. If you do not agree, please do not use our services.

2. Services Provided

We offer the following services:

- **One-Time Services:** Computer repairs, data transfers, network setup, security camera installations, and other IT-related tasks.
- **Recurring Remote Management Services:** Monitoring and management of systems or equipment, with pricing starting at \$19.99 per month and varying based on property and equipment requirements.
- **Custom Services:** Bundled or specialized services, subject to personalized quotes upon request.

Services are performed in Minnesota and surrounding areas, either on-site or remotely, as agreed upon with the Client.

3. Pricing and Payment

3.1 Standard Rates

- **Service Fee + First Hour:** \$110, covering travel, initial diagnostics, and repairs completed within one hour.
- **Hourly Rate (Second Hour Onward):** \$85 per hour.

- **Emergency Services:** Rates double for services performed between 5 p.m. and 9 a.m., including weekends and holidays, unless otherwise agreed.
- **Travel Fees:** Calculated based on the distance from the Client's location to our main office at 29592 295th Lane, Lindstrom, MN 55045:
 - Additional \$20 for travel over 25 miles.
 - Additional \$45 for travel over 40 miles.
 - Contact us for travel over 50 miles.
- **Recurring Services:** Start at \$19.99 per month, with pricing customized based on property and equipment.

3.2 Taxes

- Minnesota sales tax will be applied to new equipment installations and recurring remote management services.
- Clients are responsible for any applicable taxes unless exempt under Minnesota law.

3.3 Payment Terms

- Payment is due upon completion of services unless otherwise agreed in writing.
- We accept payments via methods communicated at the time of service (e.g., check, credit card through third-party processors).
- Late payments may incur additional fees, and we reserve the right to suspend services until payment is received.

3.4 Discounts

- Discounts may be offered for bundled services or recurring contracts. Contact us for a personalized quote.

4. Client Responsibilities

- **Access and Information:** You must provide accurate device login credentials, system access, or special instructions necessary to perform the requested services.
- **Device Condition:** You are responsible for ensuring devices are in a suitable condition for service. We are not liable for pre-existing damage or issues not disclosed.
- **Data Backup:** You are responsible for backing up data prior to service. We are not responsible for data loss during repairs, data transfers, or other services.

5. Data Access and Confidentiality

- **Access:** Our technicians may need to access, view, or modify device data, settings, software, or hardware to complete services (e.g., repairs, data transfers, or security camera setup). Access is limited to what is necessary for the service.

- **Confidentiality:** We do not copy, share, or use data for any purpose other than completing the requested service. All technicians and independent contractors sign confidentiality agreements to protect your information.
- **Website Data Collection:** Our websites (cjc24.com and carlsonsolutionsmn.com) may collect contact information via Formspreet for inquiries. This data is handled per our Privacy Policy.

6. Photography for Advertising

- We may take photographs of completed work (e.g., installed security cameras or network setups) solely for advertising purposes on third-party platforms or our websites (cjc24.com and carlsonsolutionsmn.com).
- Photographs will not include personally identifiable information, sensitive data, or private areas unless explicitly authorized by you in writing.
- If you prefer we not take or use photographs of your project, please notify us before service begins.

7. No Warranty

- Services are provided "as-is" without warranty, express or implied, including warranties of merchantability or fitness for a particular purpose.
- We do not guarantee outcomes, such as full data recovery or device functionality, due to the nature of IT repairs and services.

8. Limitation of Liability

- We are not liable for any indirect, incidental, or consequential damages, including but not limited to data loss, business interruption, or equipment failure, arising from our services.
- Our liability is limited to the amount paid for the service in question.
- We are not responsible for pre-existing conditions, third-party software issues, or client-provided equipment failures.

9. Independent Contractors

- We may use independent contractors for certain services (e.g., website maintenance or specialized IT tasks). All contractors are bound by confidentiality agreements and adhere to our Privacy Policy and these Terms.

10. Termination of Services

- We reserve the right to terminate or refuse service for reasons including non-payment, failure to provide necessary access, or behavior that interferes with our ability to perform services.

- For recurring services, either party may terminate the agreement with 30 days' written notice unless otherwise specified in a separate contract.

11. Dispute Resolution

- Any disputes arising from these Terms or our services will be resolved through good-faith negotiation. If unresolved, disputes will be handled in accordance with Minnesota law, with jurisdiction in Chisago County, Minnesota.
- Clients agree to notify us of any issues within 7 days of service completion.

12. Compliance with Laws

- We comply with all applicable Minnesota and federal laws, including tax and consumer protection regulations.
- Clients are responsible for ensuring their use of our services complies with applicable laws.

13. Changes to These Terms

- We may update these Terms to reflect changes in our services or legal requirements. Updated Terms will be posted on our websites (cjc24.com and carlsonsolutionsmn.com) with a revised effective date.
- Continued use of our services after changes constitutes acceptance of the updated Terms.

14. Contact Us

If you have questions, concerns, or requests regarding these Terms, please contact us at:

Carlson Solutions LLC

29592 295th Lane

Lindstrom, MN 55045

Email: contact@carlsonsolutionsmn.com

Phone: (651) 348-0615

By engaging our services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.