



1. Introduction

By subscribing to the monthly service plan offered by Wilson Pro AVL (“WILSON PRO AVL”), you agree to comply with and be bound by these Terms & Conditions. Please read them carefully. If you do not agree to these Terms, you may not use our services.

2. Service Description

WILSON PRO AVL provides phone support, service calls, labor discounts, replaced equipment discounts, as part of the monthly service plan.

3. Subscription

- **3.1 Eligibility:** To subscribe, you must be at least 18 years old and have the legal capacity to enter into a binding agreement.
- **3.2 Activation:** Your subscription will be activated upon completion of the registration process and payment of the first month’s fee.

4. Payment Terms

- **4.1 Fees:** The monthly service plan fee is due on the first day of the month.
- **4.2 Payment Method:** Automatic payments shall be made using the payment method provided during registration. You are responsible for ensuring that your payment information is accurate and up to date.
- **4.3 Late Payment:** If payment is not received by the due date, a late fee of \$10 may apply, and your account may be suspended until the balance is paid.

5. Cancellation and Refund Policy

- **5.1 Cancellation:** If you cancel your contract you will be billed for the remaining balance of the contract.
- **5.2 Refunds:** All fees are non-refundable. No refunds will be provided for partial months of service or for any unused service.



www.wilsonproavl.com

Service Number 704-228-1056

6. Service Availability

WILSON PRO AVL strives to provide reliable and responsive service; however, we do not guarantee uninterrupted access to phone support. Scheduled maintenance or unforeseen circumstances may lead to temporary outages.

7. Client Cooperation

Client shall provide WILSON PRO AVL with reasonable, safe access to workspace, facilities, equipment and resources to perform scheduled services.

8. Limitation of Liability

In no event shall WILSON PRO AVL, its affiliates, or its employees be liable for any direct, indirect, incidental, punitive, or consequential damages arising from your use of the service.

9. Changes to Terms & Conditions

WILSON PRO AVL reserves the right to modify these Terms & Conditions at any time. Any changes will be communicated through our website and/or via email. Continued use of the service following such changes constitutes your acceptance of the updated Terms & Conditions.

10. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of the North Carolina. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Catawba County, North Carolina.

11. Contact Information

For any questions or concerns regarding these Terms & Conditions, please contact us at 704-237-0851.

By subscribing to Wilson Pro AVL's monthly service plan, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

Scope of Services:

- **Preventive Maintenance:**
 - Yearly inspections and of audio, video, and lighting equipment.
 - Calibration of audio systems and video projectors.
 - Replacement of damaged parts as needed at discounted price.
- **Emergency Repairs:**
 - Average of 4-hour response to service calls.
 - Rapid diagnosis and repair of equipment.
 - Emergency on-site support during services or events.
 - Discount of 20% on all labor and equipment.
- **Software Updates:**
 - Regular updates of audio, video, and lighting control software.
 - Configuration and optimization of software settings.
- **Technical Support:**
 - Remote and on-site technical support for church staff and volunteers.
 - Troubleshooting and problem-solving assistance.
 - 10 on-site service calls at no charge if over two hours you will be billed an additional \$95 an hour
- **Phone Support**
 - **Contract holder will have Service number 24/7**
 - **Phone response time will be within 10 min unless call volumes are higher than normal.**
 - **Support line always has two techs on call so if one is busy the number will roll over to next tech.**



www.wilsonproavl.com
Service Number 704-228-1056

Signature _____ Date _____