



## Terms of Service

**HN Tech Solutions, Inc.** Last updated: September 2025

### 1. Overview

These Terms of Service ("Terms") govern your use of services provided by HN Tech Solutions, Inc. ("HN Tech Solutions," "we," "us," or "our"), including IT support, managed services, and related communications, such as text messaging (SMS).

By engaging our services or opting in to receive text messages from us, you agree to these Terms.

### 2. Services

HN Tech Solutions provides IT managed services, technical support, and related consulting to small businesses, nonprofits, parishes, and schools. The specific scope of services provided to you is defined separately in your service agreement or engagement with us.

### 3. SMS Communications

If you provide your mobile phone number and consent to receive text messages, HN Tech Solutions may send you:

- Appointment confirmations and reminders
- Service and support ticket updates
- General account-related communication

Message frequency varies based on your active engagements with us. Message and data rates may apply based on your mobile carrier plan.

**Opt-out:** You may opt out of text messages at any time by replying **STOP** to any message. After opting out, you will receive one final confirmation message and no further texts unless you opt back in.

**Help:** Reply **HELP** to any message for assistance, or contact us directly at [info@hntechsolutions.com](mailto:info@hntechsolutions.com).

For details on how we collect, use, and protect your information, see our [Privacy Policy](https://hntechsolutions.com/privacy/privacy-policy.pdf):  
<https://hntechsolutions.com/privacy/privacy-policy.pdf>

#### **4. Client Responsibilities**

You agree to provide accurate contact information and to notify us promptly of any changes to your phone number or other contact details.

#### **5. Limitation of Liability**

HN Tech Solutions is not liable for delays or failures in message delivery caused by mobile carriers, network outages, or factors outside our reasonable control.

#### **6. Changes to These Terms**

We may update these Terms from time to time. Continued use of our services or continued opt-in to text communications after changes are posted constitutes acceptance of the updated Terms.

#### **7. Contact Us**

HN Tech Solutions, Inc.

Chicago, IL

Email: [info@hntechsolutions.com](mailto:info@hntechsolutions.com)