

Terms & Conditions

Last revised: 7 October 2026.

Oakstone PC Care (the Windows application) has its own documents: License Agreement and Terms, Refund and Cancellation Policy and Privacy Policy for the application (all effective 6 October 2026). Those documents govern the application, your account and any subscription; this page covers this website.

By accessing our website and using our services, you agree to comply with and be bound by the following Terms & Conditions.

Service Description

Oakstone Technologies LLC (Operating as OakstoneAssist) provides remote computer assistance and guidance. Our services are guidance-based, meaning we assist you in resolving technical issues through remote interaction.

User Consent & Approval

All services are provided only upon your explicit request and consent. No paid services will begin without your prior approval of the scope and cost. You maintain control of your device at all times during a remote session.

No Guarantees

While we strive to provide the best possible assistance, we do not guarantee that every technical issue can be resolved. Technical problems can be complex and may require hardware replacement or on-site service beyond our remote capabilities.

Limitation of Liability

Oakstone Technologies LLC (Operating as OakstoneAssist) and its specialists are not liable for any data loss, hardware damage, or indirect damages resulting from the use of our services. It is the user's responsibility to ensure data is backed up before any technical session.

Oakstone PC Care Software

The following applies to the Oakstone PC Care Windows application offered from our . It does not change the technical-support terms, services or prices set out elsewhere in these Terms.

- Licence. Oakstone PC Care is published by Oakstone Technologies LLC and licensed, not sold. One account covers one registered PC.
- Download and registration. Downloading the installer is free. Registration takes place inside the application and requires your full name, email address and telephone number; selecting an age group is optional.
- Trial. A seven-day full-feature trial is available. No payment card is required, and the trial does not automatically become a paid subscription.
- Subscription. After the trial, a subscription is required to continue using the application's tools: \$5.99 per month or \$49.99 per year. Paid subscriptions renew automatically until cancelled.

- Cancellation. You may cancel online at any time. Access continues until the end of the period already paid for.
- Trial expiry. If no subscription is started, the application's tools lock. The application remains installed and can be removed at any time from Add or Remove Programs in Windows.
- Billing. Prices are in US dollars plus any taxes shown at checkout; payments are processed by Stripe. Purchasing authorises recurring charges at the interval shown until you cancel. We give at least 30 days' notice before a price change affects your next renewal. Your first purchase carries a 14-day full refund right — see the Refund Policy.
- One registered PC. An account covers one registered PC, and reinstalling on the same PC does not start another trial. The full terms are in the Oakstone PC Care License Agreement and Terms and Conditions.
- No remote access. Downloading or installing the application does not give anyone remote access to your computer. Remote support is a separate service that begins only with your permission.
- Separate systems. Application accounts, trials, subscriptions and payments are handled by the application and its own services, not by this website.

Software section last revised: 7 October 2026.

Disclaimer: Oakstone Technologies LLC (OakstoneAssist) is an independent third-party provider of remote technical support and is not affiliated with Microsoft, Apple, Google, or any other brand. Services are provided only with user consent, including remote device access. All services and fees are clearly explained and approved before work begins. We do not guarantee issue resolution and are not liable for any data loss or system issues.

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