

Terms & Conditions

Last revised: 28 October 2026.

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.

Support hours

Our support hours are Monday to Friday, 9:00 AM–6:00 PM Central Time. Scheduled care appointments under the annual plan are arranged individually with you and are not limited to the times you happen to call.

Our support services and what they cost

The initial consultation and checkup are free, with no obligation to buy. We offer two paid services:

- **One-Time Remote Support — \$79.99** for one agreed issue that is suitable for remote assistance. We charge only after the agreed issue is fixed; if we cannot fix it, there is no charge. There is no recurring subscription and no follow-up support is included after completion. Additional or separate issues need a new assessment and agreement.
- **Annual Computer Support & Scheduled Care — \$499.99 a year**, paid upfront, covering one computer for 12 months.

The annual plan in detail

Unlimited troubleshooting. During your active annual term you may request assistance with covered computer software, operating-system, settings and connectivity issues as often as you need, during support hours. These contacts are not counted against your scheduled care sessions and there is no cap on the number of them.

Unlimited support means we will keep helping with covered issues. It does not mean that every issue can be resolved, that answers will be immediate, that service is available around the clock, that hardware is covered, or that any third-party purchase is included. Coverage is for one computer and does not extend to additional computers or to business IT systems.

Care sessions. The plan includes 36 care sessions across a 12-month term, each of up to 45 minutes. There is no monthly cap: you may use them whenever you choose during the term. These are planned maintenance appointments arranged and delivered by our technicians, and they are separate from ordinary troubleshooting. The 45-minute limit applies to these appointments and is not applied to troubleshooting.

A care session may include discussing your questions and any issues you have reported, reviewing appropriate operating-system and application updates, installing agreed updates with your permission, reviewing temporary files and carrying out suitable cleanup, reviewing unnecessary startup programs, and explaining our recommendations and the work completed. We do not promise that every available update will be installed, or that cleanup will always improve performance.

Scheduling. If you miss an appointment, contact us to arrange another time. Missing an appointment does not automatically use up that session, and there is no missed-appointment fee. Rescheduling is subject to appointment availability. The allowance is 36 care sessions over the 12-month term, with no monthly cap; troubleshooting is separate and is not counted against it. Any sessions still unused when the 12-month term ends do not carry into a renewed term.

Exclusions. We do not repair or replace hardware. The plan does not include backup services, software licences or paid upgrades.

Automatic renewal and cancellation

\$499.99 is paid upfront for 12 months and the plan renews automatically each year until you cancel. You may cancel automatic renewal by telephone on [855-994-3703](tel:855-994-3703) or by email to info@oakstoneassist.com. Cancellation takes effect when we receive your request, and we will confirm it to you in writing. Cancellation, refunds and what happens to your cover afterwards are set out in full in our [Cancellation & Refund Policy](#).

Software section last revised: 7 October 2026.