

CourtWorks Service Rates and Terms

For new quotations from October 27, 2026.

Residential repair, installation, and maintenance

Scheduling	Hourly service rate	Two-hour visit minimum
Standard	\$100	\$200
Priority	\$115	\$230
Emergency	\$130	\$260

Standard appointments follow normal calendar availability. Priority appointments provide agreed expedited scheduling within 14 days; Emergency appointments provide agreed urgent scheduling within 72 hours. Availability is confirmed before an appointment is reserved. A normal Standard opening may occur sooner without an expedited rate.

Your price and scheduling category are agreed before booking. A two-hour minimum applies to hourly service visits. Additional time is billed in 15-minute increments. Suitable tasks may be combined into one visit.

Authorized project time includes planning, diagnosis, sourcing, purchasing, necessary project travel, preparation, work, testing, cleanup, and project-specific follow-up. Materials and approved outside expenses are separate at documented cost. Initial and return travel within the standard local area is included; any additional outside-area travel charge is disclosed before booking. The standard area is approximately 15 minutes from Providence Road and Fairview Road/Sardis Road in Charlotte.

Remote-only assistance is \$100/hour, with a 30-minute minimum and 15-minute increments thereafter. It does not include a visit.

Home Technology Services

Service	Standard price	What is included
Smart Home Discovery	\$249	One local consultation of up to 90 minutes on site, with a concise summary and recommended next steps
Whole-Home Technology Blueprint	\$749	Inventory and compatibility review, prioritized written plan and budget ranges, up to one local assessment visit and one remote handoff
Smart Home Setup	From \$499	A defined set of eligible device configurations, testing, and homeowner handoff during one local visit; exact scope and price agreed beforehand
Connectivity Reset	\$399	One local troubleshooting visit for existing router/mesh and eligible device connections, with findings and next steps; no new wiring or cabling
Technology Tune-Up	\$249	One local diagnostic/software checkup of up to 90 minutes on site, with findings
Home Technology Care	\$447 per quarter	One planned local visit of up to two hours, plus up to 15 minutes of remote support in each plan month

Package prices cover the stated scope and may finish in less than two hours. Additional work requires approval and is priced separately. Hardware, subscriptions, approved outside-area travel, and applicable taxes are separate. Discovery is a standalone service; no automatic Blueprint credit is included. Troubleshooting cannot guarantee restoration when an ISP, third-party service, wiring, or failed equipment controls the outcome.

Standalone packages are priced for Standard scheduling. If an expedited package appointment is available and agreed, Priority adds 15% and Emergency adds 30%. No extra two-hour minimum is added to the same package visit. Additional visits are separately agreed and priced.

Care is equivalent to \$149/month, with a \$447 three-month commitment paid in advance. It includes one Standard visit per quarter; monthly remote allowances do not roll over. Additional on-site appointments follow regular hourly rates and visit minimums. Additional remote support is \$100/hour in 15-minute increments after the allowance, with approval. Care does not include emergency response, unlimited support, hardware, or subscriptions. Renewals require agreement. Any early termination and unused prepaid amount are settled in writing.

Home Technology Services cover eligible consulting, software configuration, and non-security connected-home support within the agreed scope. Security monitoring, security-system work, electrical/HVAC wiring, and locksmith work are excluded from this offering.

Payment and appointment terms

General hourly work is payable at the conclusion of each workday by Venmo or Zelle. Fixed packages are payable on completion, with authorized costs incurred on earlier workdays settled daily; any agreed deposit is credited toward the final fee. Care is paid quarterly in advance.

Check payment uses service prices 10% above the stated electronic-payment prices. Agreed deferred payment uses service prices 15% above those prices. These adjustments do not stack; the higher applicable adjustment applies to service charges, excluding reimbursed expenses and taxes. An invoice or receipt is available without charge; requesting documentation does not create a deferred-payment premium. Deferred-payment due dates are agreed before booking.

Hourly estimates are planning ranges unless expressly stated to be a fixed price or maximum. Fixed package fees cover only the written scope. We discuss and obtain approval for additional work before charging for it. Before booking, we confirm the service, payment terms, travel and material arrangements, and any spending or notification threshold.

An inquiry does not reserve an appointment. Scheduling requires your acceptance of the applicable terms and CourtWorks' confirmation. Please give as much notice as possible for changes or cancellations. Any cancellation or no-access charge must have been disclosed and agreed before the appointment.

Appointment acknowledgment

Client and service address: _____

Service and written scope: _____

Pricing method: hourly / fixed package / Care

Scheduling category: Standard / Priority / Emergency

Agreed rate or package price: _____

Visit minimum or included visits: _____

Payment method and due date: _____

Materials and outside expenses: _____

Travel arrangement: _____

Spending or notification threshold: _____

I accept the stated scope, pricing, payment, and service terms.

Client acceptance and date: _____