



Tech Angel in Your Pocket – Terms & Conditions

By subscribing to a monthly *Tech Angel in Your Pocket* plan, you agree to the following terms:

1. Service Overview

- You'll receive asynchronous 1:1 tech support via WhatsApp.
- You can send questions at any time - no need to schedule in advance.
- I will respond **within 48 hours**, though I aim to reply much sooner whenever possible.
- Messaging may be by text, voice notes, images, video, or screen recordings.
- Your subscription begins immediately upon purchase and continues on a monthly basis until cancelled.

2. Subscription & Billing

Tech Angel in Your Pocket is a monthly subscription. Payment is taken in advance each month and continues until cancelled.

You may cancel your subscription at any time.

Your support will continue until the end of your current billing period.

3. Your Plan & Expected Usage

Tech Angel in Your Pocket is designed to provide flexible, ongoing support, with different levels depending on your needs:

- **Light (£15/month)**
Suitable for occasional, quick questions
- **Standard (£28/month)**
Ideal for more regular questions and reassurance
- **Plus (£55/month)**
Best if you expect to ask more frequent or detailed questions



While there are no strict limits, each plan is based on a **reasonable level of monthly usage**:

- Light → occasional, short queries (approx. up to 15 minutes/month)
- Standard → regular support (approx. up to 30-45 minutes/month)
- Plus → more frequent or in-depth support (approx. up to 60-90 minutes/month)

I keep a running log of the time spent reviewing and responding to messages to ensure usage remains fair and sustainable.

4. Fair Use & Respect

This service is designed for ongoing guidance, troubleshooting, and support - not for:

- full project delivery via messaging
- urgent or real-time conversations
- large volumes of complex work delivered asynchronously

If usage consistently exceeds what is reasonable for your plan, I may recommend:

- upgrading your plan
- booking a Co-Working session
- or arranging additional support

I reserve the right to pause or discontinue support if boundaries are repeatedly crossed or the service is misused.

- or if the service is misused.

5. When Usage Exceeds Your Plan

If your usage regularly exceeds the expected level for your plan, I will let you know and suggest the most appropriate next step.



6. Refund Policy

- Subscriptions are non-refundable.

7. Scope

Support covers digital tools, platforms, and systems within my area of expertise.

If your question is outside of scope, I'll let you know and may recommend an alternative solution or referral.

8. Rollover of Support Time

For Standard and Plus plans, unused support time may roll over for up to **3 months**, provided your subscription remains active.

Rollover is capped as follows:

- **Standard plan** → up to 30 minutes may roll over
- **Plus plan** → up to 60 minutes may roll over

This is designed to provide flexibility if your support needs vary from month to month, while keeping usage fair and sustainable.

Unused rollover time beyond 3 months will expire.

Rollover does not apply to the Light plan.

9. Pausing your Subscription

You may pause your subscription for **one month at a time**, for up to **three consecutive months**.

During a pause:



- you may continue to use any previously rolled-over support time
- no new support time will be added

After the pause period ends, your subscription will automatically resume.

10. Cancellation & Use of Remaining Support Time

You may cancel your subscription at any time. Your support will continue until the end of your current billing period.

If you cancel, any unused support time (including rollover) may be used for up to **30 days after your subscription ends**.

After this time, any remaining support time will expire.

No further support time will be added once your subscription has ended.

11. Confidentiality

Any information you share will be kept confidential and handled with care. This includes any information shared via messages, files, images, or recordings.

I will not access, use, or retain this information beyond what is necessary to support you.