



Remote Support Session Disclaimer

By requesting and accepting a remote session from a Affinity Smart Ltd representative to remotely assist you with a technical related issue, you accept responsibility for any changes made to the desktop content or system settings. Affinity Smart Ltd does not assume and is not responsible for any liability for the linking and viewing of any desktop content, the operation of the Affinity Smart software or system performance.

Affinity Smart Ltd recommends for your security and privacy that you exit any applications you have open that is displaying content such as personal or confidential information before allowing Affinity Smart operator to initiate a remote support session. Affinity Smart Ltd further recommends that you remain seated at your desktop throughout the entire remote session.

Affinity Smart Ltd will call before any session is established and agreed upon. Your data is important to us. It is up to you to ensure that you backup your data on a regular basis. Affinity Smart Ltd will not be held responsible for any data loss if any occurred during or after a remote session. If you require help in setting up a backup procedure for your data please do not hesitate to contact us for further assistance.

Affinity Smart Ltd continuously undertakes to take the utmost care when in use of your computer. However, Affinity Smart Ltd cannot guarantee that our service will resolve your problem or that attempting to rectify your technical issue will not cause additional problems.