



TERMS OF SERVICE FOR IT SERVICES AND BUSINESS SUPPORT

Racunarko – Online IT Support, Technical Assistance and Partner Services

These Terms of Service define the conditions for providing IT services, technical support, consulting and connecting clients with partner companies, with the aim of ensuring a clear, fair and professional relationship between Racunarko and clients.

Note: Online sessions may be recorded for work documentation, quality control and resolving potential disputes, with mandatory pausing of recording during the entry of sensitive data (passwords, banking/payment details, personal documents).

Article 1 – General terms

- 1.1. Racunarko provides IT services to individuals and companies.
- 1.2. By using any service, the client confirms that they are familiar with and agree to these Terms of Service.
- 1.3. Commencement of work (online or on-site) is considered acceptance of the terms and the agreed price.
- 1.4. Racunarko may refuse or terminate the service in case of inappropriate behavior, abuse, inability to work safely, or refusal of agreed terms.

Article 2 – Types of services

- 2.1. Racunarko provides the following services:
 - Online IT support (remote assistance)
 - Computer and laptop repair (in cooperation with partner service centers)
 - Consulting regarding the purchase of computers and equipment
 - Custom computer setup and configuration (through partner service centers/vendors)
 - Installation and configuration of electronic certificates (Halcom, Posta, eSmart, MUP, etc.)
 - IT services and technical support for companies
 - Fiscal cash registers and POS systems (through partner companies)
 - Connecting clients with accounting services (through partner agencies)
 - Legal support for companies (through a partner team of lawyers)

2.2. Racunarko does not sell hardware and does not assume responsibility for warranties, complaints/claims or sales conditions of hardware/software provided by partners or by the client.

Article 3 – Online support (remote assistance)

3.1. Online support is delivered through tools such as AnyDesk, TeamViewer or similar tools.

3.2. The client is required to ensure a stable internet connection and allow temporary access to the computer/device.

3.3. The client is responsible for closing private documents, communications and applications they do not want to be displayed during the session.

3.4. Racunarko is not responsible for service interruptions caused by internet connection issues or the client's equipment.

Article 4 – Working hours and availability

4.1. Services are available 24/7 by prior arrangement.

4.2. Services performed after 8:00 PM, as well as on weekends and public holidays, are subject to additional charges.

4.3. Pricing depends on the type of issue, complexity and duration of the intervention.

Article 5 – Agreement, scope of work and service price

5.1. Before starting, the client will be informed about the scope of work and an estimated or fixed service price.

5.2. By providing consent (verbal, written or electronic), Racunarko begins the work.

5.3. If, during the work, an additional problem is identified or additional work is needed, Racunarko will inform the client and continue only after the client accepts the additional scope and price.

5.4. The service is considered accepted and chargeable once work has commenced.

Article 6 – Payment

6.1. Payment is made upon completion of the service or in advance, depending on the agreement.

6.2. For certain services (e.g., longer interventions, work outside standard hours, more complex tasks), Racunarko may require advance payment or a deposit.

6.3. Racunarko reserves the right to terminate further cooperation in case of refusal to pay.

Article 7 – Computer repair and partner-based work

7.1. Computer and laptop repairs are performed in cooperation with certified partner service centers when needed.

7.2. Repair price and timeframe depend on diagnostics and parts availability.

7.3. Racunarko is not responsible for manufacturing defects of hardware nor for warranty terms of the partner/vendor.

7.4. Racunarko may mediate communication with the partner, but the partner remains responsible for their part of the service.

Article 8 – Equipment consulting and custom computer solutions

8.1. Racunarko provides consulting for selecting and assembling computers and equipment according to the client's needs.

8.2. Procurement of components and devices is done through partner service centers/vendors or by the client.

8.3. System installation, configuration and connecting devices at the client's location are considered a separate service.

Article 9 – Electronic certificates

9.1. Racunarko installs and configures software and electronic certificates (Halcom, Posta, eSmart, MUP, etc.).

9.2. Racunarko does not issue certificates nor influence decisions of certificate issuers, and does not bear responsibility for outages of issuers' services or government systems.

Article 10 – Fiscal cash registers and POS systems (partner services)

10.1. Racunarko connects clients with reliable partners for fiscal cash registers and POS systems.

10.2. The service includes technical assistance with installation, item entry and basic configuration, to the extent agreed.

10.3. Sales, fiscal compliance responsibility, maintenance and servicing are handled by partner companies.

Article 11 – Connecting with accounting services (partner services)

11.1. Racunarko cooperates with reliable accounting agencies and may assist in connecting the client with accounting services.

11.2. Accounting services are provided exclusively by partner companies.

11.3. Racunarko is not responsible for tax, financial and legal decisions made by the accounting provider.

Article 12 – Legal support for companies (partner services)

12.1. Legal support is provided exclusively through a partner team of lawyers.

12.2. Racunarko does not provide attorney-at-law services nor legal representation.

12.3. Racunarko's role is organizational and advisory in connecting clients with lawyers.

Article 13 – Liability and limitations

13.1. Racunarko undertakes to provide services professionally and diligently.

13.2. Racunarko is not liable for:

- Pre-existing issues on the system
- Data loss if the client did not provide a backup
- Failures caused by faulty or worn-out hardware
- Limitations of software, third-party systems or network conditions
- Work, decisions and conditions of partner companies
- Subsequent system changes after service completion (by the client or third parties)

13.3. Racunarko does not guarantee that all issues will be permanently resolved if they are caused by factors beyond Racunarko's control (hardware, third parties, system limitations).

Article 14 – Session recording (online support) and protection of sensitive data

14.1. Racunarko reserves the right to record online support sessions (screen and technical actions) using remote access tools.

14.2. Recording is carried out exclusively for documenting completed work, quality control and resolving potential disputes or complaints.

14.3. The client will be informed before the session is recorded; starting the work with the client's consent is considered acceptance of recording.

14.4. Recording is mandatory paused during the entry of sensitive data, including passwords, banking/payment details, personal documents and other private information, for the client's protection.

14.5. Recordings are kept for a limited time (recommended up to 30 days, unless there is an open dispute/complaint), stored securely and not shared with third parties.

Article 15 – Confidentiality and data protection

15.1. Racunarko undertakes to treat the information accessed during service provision as confidential and to use it exclusively to provide the service.

15.2. Racunarko processes data in accordance with applicable personal data protection regulations, to the extent necessary to perform the service.

Article 16 – Complaints

16.1. Complaints may be submitted within 24 hours of service completion.

16.2. Complaints relate exclusively to the performed IT service.

16.3. Subsequent third-party interventions or system changes may be grounds to reject a complaint.

Article 17 – Dispute resolution and governing law

17.1. The parties will attempt to resolve any disputes amicably.

17.2. If an amicable solution is not possible, the competent court in Belgrade shall have jurisdiction, and the law of the Republic of Serbia shall apply.

Article 18 – Final provisions

18.1. Racunarko reserves the right to amend these Terms of Service without prior notice.

18.2. The updated version will be available on the official website.

18.3. These Terms of Service enter into force on the date of publication.

Company information



Racunarko

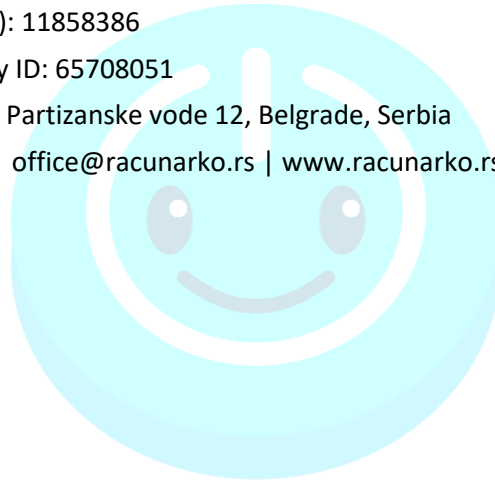
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