

ImageWorks Technical Consulting Service

Terms and Conditions

Dental and Dental IT professionals value the deep expertise the ImageWorks' staff has with the imaging software and hardware. Our systems have been installed in thousands of offices, and our team has decades of experience helping these offices make the most of their imaging tools. Our team's experience spans not only our products, but also across IT, networking and related software and hardware technologies.

Our service is a consulting service to help the office achieve their goals and resolve problems related to our hardware and software products. While every effort will be made to meet the final goal of the office, we cannot guarantee success because there are so many factors out of our control. As a result, no refunds will be granted based on results that are outside of our control.

ImageWorks strongly recommends that all data be backed up. ImageWorks takes no responsibility for data protection or data loss. ImageWorks also takes no responsibility to any hardware or software damage or loss.

All work will be done remotely and will require someone to connect PCs to our support team via a link we provide. This person should have a basic knowledge of the office network and the PCs involved.

Support will generally be available from 9AM to 5PM Eastern Time when ImageWorks' offices are open and will require an internet connection. While we will do our best to offer immediate support, we may require you to schedule the service ahead of time. This can be done by emailing custserv@imageworkscorporation.com

Once you have received the confirmation, please log into ImageWorks' online support portal at <https://www.imageworkscorporation.com/remotesupport/>. Of course, you can also contact us at 914-592-6100.

We look forward to working with you.
The ImageWorks Team