

— PRODUCT INFORMATION SHEET

# Raspberry Pi + Nextcloud

*Your own private cloud. No subscriptions, no landlord.*

A self-hosted Nextcloud instance configured on your own hardware and shipped to your door. Your files, calendar, and contacts — on a device you own and control, accessible from anywhere.

PRICE	DELIVERY	SUPPORT
<b>\$1,000</b> <b>one-time</b>	<b>2–3 weeks from</b> <b>pre-ship call</b>	<b>Onboarding included</b> <b>\$100/hr thereafter</b>

— WHAT'S INCLUDED

- Raspberry Pi hardware — configured and tested before shipping
- Nextcloud installed, configured, and ready to use
- Local network access setup
- Remote access configuration so you can reach your files from anywhere
- Migration assistance from Google Drive, Dropbox, or your current storage
- Post-delivery onboarding session

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## — ORDERING PROCESS

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Setup is collaborative — we configure everything to your environment before shipping. Here is the process:

- Purchase via the Buy Now button on our website.
- Complete the setup intake form. This captures your current storage setup, migration needs, and remote access requirements.
- We review your intake and contact you within one business day to schedule your pre-ship configuration call.
- Pre-ship call — we confirm your network setup, discuss migration from your current storage, and plan your configuration.
- We configure your device. Typically 1–2 weeks.
- We ship. Estimated delivery is 2–3 weeks from your pre-ship call.
- Post-delivery onboarding session — we walk through access, the Nextcloud interface, and any migration steps together.

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## — CUSTOMIZATION

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Your Nextcloud instance is configured to your network environment and storage migration needs. Specific configuration details — including storage size, remote access method, and migration scope — are finalized during the pre-ship configuration call.

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## — SUPPORT

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SUPPORT	WHAT'S INCLUDED
Pre-ship configuration call	Included — we review your intake form and align on setup details before building.
Post-delivery onboarding session	Included — walkthrough of your configured device once it arrives.
Post-delivery follow-up call	Included if needed — one additional call to address any issues after setup.
Further technical support	\$100/hr — billed in 30-minute increments, scheduled by email.

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## — CREDENTIAL & CONFIDENTIALITY POLICY

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During setup we may need temporary access to your current storage accounts (Google Drive, Dropbox, etc.) to assist with migration. Any credentials shared are used solely for configuration and migration purposes and are not retained by Elliott Bay Services LLC after your setup is complete.

All client information is treated as confidential. We will not disclose your personal or business information to any third party except as required by law.

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— REFUND & WARRANTY POLICY

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STAGE	REFUND
Before pre-ship configuration call	Full refund, no questions asked
After config call, before shipping	Refund minus \$150 restocking fee
After shipping, before delivery	Refund minus \$150 + actual shipping cost
After delivery	No refund — hardware is custom configured. See warranty below.

Warranty: If your device arrives damaged or non-functional, or fails within 90 days of delivery due to a hardware or configuration defect, we will repair or replace it at no cost. To report a defect, email [doug@elliottbaydata.org](mailto:doug@elliottbaydata.org).

Full policy available at [elliottbaydata.org/policies/refunds](https://elliottbaydata.org/policies/refunds)

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Ready to get started? Purchase at [elliottbaydata.org/products/nextcloud](https://elliottbaydata.org/products/nextcloud) or email [doug@elliottbaydata.org](mailto:doug@elliottbaydata.org) with questions.