



Terms and Conditions of Services

Hardware & Software Repair

Our computer / hardware repairs are usually carried out within three working days, subject to part availability. However, if you haven't heard from us within four working days, please do feel free to ring and ask for a progress report. Third party warranty repairs (including, but not limited to laptop, tablet and monitor repairs) are outside our control and the timescale of repair may be different, although we will take every care to help facilitate such a repair. When a repair is booked in with us, we will supply a receipt that confirms items left, plus work requested, and our brief terms and conditions.

Our minimum diagnostic fee is £30. Our scale of service charges ranges from £45 to £100 depending on the work required.

For computer repairs, we will provide an estimate including the parts required.

Our on-site service has a minimum first hour fee of £60 (£72 for businesses). Additional hours are charged at £60 (£72 for businesses), billed in 30 minute increments. The first hour will include one way travel time where a journey in excess of five miles is required.

Our remote support service has a minimum charge of £20 for the first 15 minutes, with additional 15 minute increments charged at £15.

We take no responsibility for any data loss (unless caused by our negligence). Please make sure you have backed up your data in advance. We offer a backup service – please ask for details. We cannot be held responsible for any omission or loss of data should it occur.

Please note that unless prior arrangements have been made, any item of equipment or property left with us for repair, diagnosis or any other service will be disposed of three months after the booking in date. The cost of disposal is £30 which is payable by the customer. We reserve the right to resell equipment to reclaim costs incurred. Please note that any data contained within the machine will not be deleted prior to disposal.

Our service work carries a three month warranty for duplicate faults. All new hardware carries a 12 month return to base warranty unless otherwise advised. All second user or refurbished hardware carries a three month warranty.

We are very experienced technicians but occasionally something may go wrong in our workshop whilst working on a repair. In such cases, we will contact you and endeavour to rectify and resolve the issue.

All prices stated include VAT.

Your statutory rights are not affected by these Terms and Conditions.