



Terms and Conditions of Repair

We will diagnose and repair your system within our flat rate price scheme. Should additional parts be required to complete the repair to a satisfactory condition, then you will be contact to obtain prior authorisation for us to proceed. The retail cost of these parts will subsequently be added onto your incurred costs. Our service work carries a 3 month warranty, all new hardware has 12 months unless specified, and second user items carry 3 months warranty. Your consumer statutory rights are unaffected.

We strongly recommend that you take the necessary steps to **back up** your personal information and ensure you have original copies of any programs that are currently installed prior to repair. Personal data can become corrupted during repairs despite taking reasonable care. If we are required to re-install an operating system, we will only install any programs provided by the customer along with valid licences. Programs such as Microsoft Office, Anti-Virus and other software would not usually be installed unless previously arranged.

We do offer a separate backup service whereby we are able to make a near duplicate copy of your personal data. Again we cannot be held responsible for omissions should they occur. We cannot backup and restore programs and custom applications other than a fully licensed Operating System. We retain a copy of our customer data for a period of up to 4 weeks, after which it is permanently removed from our data servers. See our GDPR Compliance document for further details of how and why we collect your personal data.

In some cases such as **Virus, Spyware and Malware** infections, your data and programs may have already been corrupted. In these instances, a backup service may be of no sustainable use. Whilst we will attempt a non-destructive virus removal as our primary aim, in some situations this just isn't possible, and the only 100% way to ensure full removal is a clean installation of the operating system.

We quote **3-5 working days** as an average for PC and laptop repairs, with an exception of hardware malfunctions on laptops which may take an average of 10 working days. The time quoted is not a contract or guarantee, but merely an average of time taken for typical repairs – subject to part availability where required.

Mobile phone, tablet and **electronic repairs** carry a 3 month warranty - *from date of repair, not collection*. Whilst we endeavour to provide a 100% fix rate, this isn't always possible due to the nature of these devices. In liquid damage scenarios, the disassembly of the device can sometimes cause further problems and may render it unusable. For these reasons we are exempt from any liability resulting from further damage/complications during repair with us.

If we have to reload your device's operating system, programs such as **Microsoft Office** (Word, Excel), **Anti-Virus** Software, or other previously installed software, may not be present on receipt of my repaired device and as such will need to provide the original installation media if PC Clinic are to re-install my software.

Third party repairs are not handled by PC Clinic and any outcome of the repair or the overall time taken is beyond our control. Should any warranty issues arise, we will of course deal with these for you during the warranty term.

We are not endorsed by any manufacturer. This means that if your device (including laptops and PC's) are within their warranty period, we may invalidate any **remaining warranty** that you have as a result of repairing it for you.

Our Technicians are well trained and certified, however sometimes mistakes can happen as we are only human. We will always attempt to fix/repair/upgrade your device to the best of our abilities, but sometimes errors/mistakes/damage can happen. At PC Clinic we will take every precaution possible to reduce any issues arising whilst your device is in our hands for repair (including those to electronic and mobile devices). Should any issues arise either during or following a repair, we will do our very best to rectify them accordingly.

Our **call out service** operates on a flat rate charging scheme. £40 for the first hour and then £30 per hour there after (pro-rata billing by the half hour). Remote support is charged at £9.99 per 30 mins. Both of these services (where remote support costs exceed £42) are subject to Distance Selling regulations, and you have a 14 day cancellation period subject to terms and effects of cancellation. Business service rates are £60 first hour then £45 per hour excluding VAT.

Any system which is **not claimed within 2 months** (without prior arrangement) by the customer will be deemed as the property of PC Clinic, and shall be disposed of accordingly with every effort made to erase private data. In some situations we may reserve the right to resell the goods to reclaim costs incurred by the repair.

last revised May 2018, PC Clinic Technologies Limited.

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