



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 will 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 diagnosis fee is £35 which is waived if a chargeable repair is carried out. Our hourly repair rate in-house is £50 per hour, billed in 30 minute increments.

For hardware repairs, we will provide an estimate including the parts required. You can then decide to either pay the diagnosis fee, or you can accept the recommended repair in which case the diagnosis fee will be waived.

For software repairs, we will proceed and complete the repair. If the repair is likely to exceed 1.5 hours work (£75) we will inform you and to discuss options.

For data recovery, we will go ahead and attempt the data recovery. If the recovery is likely to exceed £100 we will inform you to discuss options.

Our on-site service has a minimum call out fee of £35 including 30 minutes of labour. Our standard hourly rate on-site is £55 per hour, billed in 30 minute increments.

Our remote service has a minimum charge of £12.50 and the hourly rate is £50 per hour, billed in 15 minute increments.

We take no responsibility for your data. Please make sure you have backed up your data. We offer a back up 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 £25 which is payable by the customer. We reserve the right to resell such 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 3 month warranty for duplicate faults. Under the Consumer Rights act 2015 you have a right to a "repeat performance" - so if you believe we have not provided the service with reasonable care and skill you can ask us to put it right. All new hardware carries a 12 month return to base warranty unless otherwise advised. All second user or refurbished hardware carries a 3 month warranty.

We are very experienced technicians but very 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.

Website & Hosting Services

Our website and hosting services have price lists that are available on request.

Web design clients are asked to sign a contract detailing works required and prices agreed.

We try our best to provide a high quality hosting service but we cannot be held responsible for any loss or damage incurred by any lack of service.

Your statutory rights are not affected by these Terms and Conditions