



**Micro Maintenance**  
PC & NETWORK SUPPORT FOR BUSINESSES

## Terms & Conditions

Date: 01/01/2016

In this document, the terms '**Micro Maintenance**' and '**we**' mean **Micro Maintenance Limited**, Courtlands, Antlands Lane, Horley, Surrey RH6 9TE.

All goods and services supplied remain the property of Micro Maintenance until cleared payment is received in full.

For non-account holders, payment in full is due upon presentation of our invoice. For account holders, payment is due strictly within 30 days of date of invoice.

We reserve the right to utilize the services of a third party collection agency without giving you notice to recover overdue monies owed. In this situation you will be charged interest at 8% and a collection fee.

If you do not arrange for the collection of your items within three months of repair, then we will assume the item is no longer required and it will be disposed of.

If the cost of a repair amounts to £100.00 (including VAT) or less, we will complete the repair without seeking further authority from you. Should a repair exceed this amount, we will provide you with a quotation and seek your authority before proceeding.

Where you are an individual consumer, we would draw your attention to the following: Nothing in these terms and conditions will reduce your statutory rights relating to the quality of the services that we may provide. For further information regarding your statutory rights, contact your local authority Trading Standards Service, Consumer Direct or your local Citizens Advice Bureau.

Whilst every precaution is taken to safeguard the data on your computer, we accept no liability for any data loss. It is your responsibility to have an up-to-date back up of all data.

We accept no liability for any losses, damages or injuries caused by the failure or improper functioning of hardware or software supplied, examined, repaired or maintained by us.

Without seeking further authority, we may back-up your computer's hard disk or other media to our computer, especially if your computer is faulty or there is a risk of data loss. We may keep this back-up for up to 3 months after returning your computer, in case of further faults.

It is sometimes unavoidable that we access applications and / or documents on your computer (for example, during virus scanning or data recovery). Whilst we respect your privacy, we will report inappropriate or illegal content and / or copyright infringement to the appropriate authorities.

We will seek to maintain any applications that are on your hard disk. However, certain procedures can cause applications to require reinstallation. Therefore, it is a condition of us accepting your computer for repair that you are in possession of original licensed software. Please supply us with the installation media and licence documentation of any applications that we may need.

All goods are supplied with a 12 month warranty and all repairs are supplied with a 3 month warranty unless otherwise stated or agreed in writing.

Our rates are available on request.

If any of these terms and conditions are not acceptable to you, please notify us immediately.