

Requirements for I.T. services

Where it is possible, we will require access to the following to properly look, investigate, test and repair your system before working on your support ticket:

- You are the owner, or have the permission of the owner, of the system in question;
- Power charger or sufficient charge in the battery;
- Administrator password, or you authorise us to reset this if required;
- All necessary information and data to be supplied for us to fulfil our services;
- Permission to access your data (where required) for the purposes of testing, investigating and backup;
- Software licences and product codes as appropriate.

Marketing

We like to stay in touch with our customers by e-mail about regular security updates, information affecting the I.T. industry that may be of interest to you and, general news and information about our business. If you prefer us not to do this, just let us know and we will update our records. You can also opt-out of any e-mail communication by following the unsubscribe links. We will never sell your personal data to third parties.

Service Promise

We want you to be happy with our service. We will make all reasonable efforts to repair your system, subject to the availability of any necessary parts or components, or provide the technical support requested. Occasionally, problems are more complex than first realised or may require additional work to resolve it thoroughly. On very rare occasions, where our service has not provided the outcome expected, we would encourage you to contact us and we promise to take another look. Where necessary, we will repeat the work or try something else to resolve the original issue.

Where a problem continues to persist, we might determine a more in-depth service is required, including the replacement of parts. Where this happens, we will explain our findings to you and you can choose whether to proceed or not. If you do proceed, we will only ever invoice for the difference of the more in-depth service from what you have already paid.

Service Level Agreement (SLA)

If you need your system urgently, please make us aware when ordering our services. We operate a Priority Level for Support Tickets and all tickets are assigned Normal Priority (Prime), unless specified otherwise. Each priority level is assigned a timeframe for when you can expect your system to be completed.

We cannot always guarantee your system will be completed within the timeframe for the particular priority level that you choose. However, we do aim to have inspected it and made significant progress within the specified timeframe. We will provide you with a lead time where it is necessary to order parts or components and when your system is likely to be ready where we think there is a risk of running over the timeframe.

No Fix, No Fee

Where we cannot find the fault, or we cannot repair your system or provide the support requested, there is no service charge for you to pay. Where we do find the fault and can offer you a solution which you choose not to proceed with, we may charge a Diagnostic Fee (£25) for inspecting your system.

Any parts or components that you agreed to purchase from us are still due.

Collect & Return

For added convenience, we can arrange to collect your computer system from your home or place of work and bring it to our repair store. Once it's ready, we will return it to you in the same way. Services are charged at a higher rate than you would pay delivering your system to us yourself and are specified on our Service Price List.