

Devon Computer Services

Terms & Conditions

1 Our Responsibilities

- 1.1 We aim to repair the fault as described by the customer and to return the equipment to its original working order where possible.
- 1.2 Our target is to action all repairs in 2-3 working days once our estimate has been accepted, some repairs will take longer due to the nature of the faults or availability of parts, in these cases we will do our best to keep the customer informed throughout.
- 1.3 If further issues or faults are found while working on your equipment we will notify the customer before continuing with the repair
- 1.4 We will take all precautions necessary for working safely on your equipment including anti-static protection
- 1.5 We will take utmost care when handling data following the guidelines of the data protection act
- 1.6 On collection or drop off of any equipment we will carry out a full damage inspection
- 1.7 We will always notify you if we believe the equipment is beyond economical repair
- 1.8 The above also applies to home/office visits.

2. Your Responsibilities

- 2.1 All equipment must be booked in for a repair before we will arrange a collection or provide a quote
- 2.2 It is the responsibility of the customer to take a full backup of all data before booking a repair, we accept no responsibility for data loss of any kind while the equipment is under repair, is in transit, or in our possession
 - 2.2.1 It is the responsibility of the customer to supply the charger, password and software required to allow us to work on the laptop or associated equipment, failure to do so may mean we will not be able to complete and test our repair work.
- 2.3 Once notified it is your responsibility to collect your laptop, if after 30 days the laptop has not been collected we will recycle it to recover the cost of storage.

3. Warranty

- 3.1 We offer a 90 day return to base warranty for labour on all hardware repairs
- 3.2 Warranty will be voided if our warranty sticker has been removed or broken
- 3.3 Warranty will also not cover further faults, other than those originally specified when the equipment was booked in
- 3.4 The following repairs do not include any warranty unless stated on the final invoice:
 - Software Repairs
 - Virus Removal
 - Spyware Removal
- 3.5 Most new parts supplied come with a 12 month manufactures warranty unless stated
- 3.6.1 All 2nd user or refurbished parts come with a 90 day warranty unless stated

3.7 Any faults upon the equipment's return to the customer must be notified within 48 hours of return or collection

4. Payment

4.1 Payment is accepted in the following forms only; cheque (made payable to T Johnson) cash, BACS or bank transfer

4.2 Payment is due on collection or delivery of the repaired item

4.3 On failure to collect or make a payment for your repair within 28 days of the repairs completion, we reserve the right to take ownership of your equipment and to recycle, dispose of or sell the item in order to recover our costs without further redress

4.4 On any work over £300 we reserve the right to request a deposit before undertaking the repair