

Terms and Conditions – Repair and Maintenance Services

It is not necessary for any client to have signed an acceptance of these terms and conditions for them to apply. If a client accepts a quotation or proceeds with the work then the client will be deemed to have satisfied themselves as to the terms applying and have accepted these terms and conditions in full.

Please read our terms and conditions carefully. Any purchase or use of our services implies that you have read and accepted our terms and conditions.

Definitions:

The Client: The company or individual requesting the services of EAS Computer Services for all word including but not limited to: Computer Repair, Laptop Repair, Software Installations, Hardware Installations, Data Service and Virus Removals.

EAS Computer Services: The service provider, EAS Computer Services and employees or affiliates of these.

1. General

1.1 Collection and Return of Equipment

EAS Computer Services reserve the right to refuse to return equipment in the following circumstances:

- The Client fails to produce satisfactory identification or proof of ownership
- Refusal of Payment for work satisfactorily completed
- Any Police or Government intervention

1.2 Labour Charges

Labour will be charged at our standard hourly rate for all appointments taken in or outside of 1 Badger Way, Verwood, Dorset BH31 6JX.

An additional Mileage Charge may be added for journeys outside off a 6 mile radius of this address, we will inform you of any additional mileage charge prior to visiting.

1.3 Parts and Equipment

All parts supplied by EAS Computer Services are covered by the Manufacturers Warranty. Warranty is specified on your invoice.

Where parts are ordered from suppliers, an estimated timescale will be provided. This timescale is not guaranteed as third party deliveries may be beyond our control.

For some Parts and Equipment, EAS Computer Services may request that cleared payment is received before the order is placed.

1.4 Software

EAS Computer Services reserve the right to refuse to install any software that we suspect may not be legal or correctly licensed.

It will not be possible to install any software without a valid license key.

1.5 Hardware:

EAS Computer Services will not warranty the installation of hardware that has been purchased elsewhere by The Client.

1.6 Data Handling and Protection:

By allowing EAS Computer Services to diagnose or carry out work on your computer, you are therefore agreeing to EAS Computer Services handling your stored files and data. EAS Computer Services and employees thereof, adhere to a full confidentiality agreement when working with your data. We do not pass on, discuss or refer to your files or data when dealing with any third party except in cases of illegal activity or legal proceedings.

In order to carry out work on your machine, it may be necessary for EAS Computer Services to back up your data to another device or hard drive. On completion of work on your machine, any data held by EAS Computer Services will be securely wiped. Please also see '2. Data Recovery or Data Backup' Clause in this agreement.

1.7 Equipment in our workshop

EAS Computer Services will require a valid Owner Name, Address and Contact Details for any equipment, parts or machinery left on our premises.

Equipment not collected 14 days after job completion may incur a storage charge. Equipment not collected after 30 days will be disposed of accordingly. If we intend to dispose of your goods, you will be contacted in writing prior to this.

1.8 Payment

Payment for Services and Goods is due on collection or delivery of your items.

EAS Computer Services accept BACS, Cash, Cheque and Debit Cards.

All parts supplied and fitted remain the property of EAS Computer Services until such times as any outstanding payment is received.

Where Payment is not received within 30 days of your service, your invoice shall be considered overdue and action may be taken to recover costs, we reserve the right to add any additional costs which may be incurred by this process to your invoice.

1.9 Timescales

EAS Computer Services do not generally guarantee timescales on work to be carried out.

1.9.1 Parts and Equipment – Where parts are ordered from suppliers, an estimated timescale will be provided. This timescale is not guaranteed as third party deliveries may be beyond our control. Fitting of parts will usually be scheduled based on estimated delivery time, if deliveries are delayed then this may need to be rescheduled within working hours.

1.9.2 Data Recovery and Data Backup – We cannot give a guaranteed timescale on data recovery as this can be a slow process that is beyond our control. The hard drive is a mechanical part and timescales of back up are determined by what is on the drive as well as the age and condition of the drive.

1.9.3 Free Diagnosis – For our diagnosis service, we generally work to a 2 working day turnaround. We do not guarantee timescales on this service as work often must be prioritised if emergencies arise. It may also be necessary to run further tests on your machine before obtaining a clear diagnosis, if this is the case then we will usually inform you by telephone.

1.10 Recurring Issues

If original issues are occurring following a repair, the fault must be reported to EAS Computer Services with 7 days of the original repair. The machine must then be returned to EAS Computer Services for further investigation within the following 7 days.

1.11 Service and behaviour

EAS Computer Services reserve the right to refuse to repair any items. Refusal could be based on factors such as (but not limited to):

- Rude, Aggressive or Abusive behaviour by The Client or the counterparts
- Data of an inappropriate or illegal nature
- Concerns about the ownership or legal status of the machinery

2. Data Recovery or Data Backup

Definitions: Data Recovery or Data Backup may also be referred to as 'Recovery' Data Transfer' Backup' or 'Clone'.

A form of Data Recovery or Backup may be necessary to enable EAS Computer Services to carry out work on your computer or device. Common services which require data recovery include:

- Virus Removal – Backup Data to another Hard Drive, transfer back to Computer once virus successfully removed.
- Replacement /Failed Hard Drive – Backup and Transfer Data to new Hard Drive.
- Full Software Reinstall – Backup Data to another Hard Drive, transfer back to Computer once software reinstalled.
- Transfer of Data from old to new computer – Backup and Transfer Data to new Computer.

Privacy:

Your data will be treated with full confidentiality. EAS Computer Services can refuse to handle data that they feel may be inappropriate or of an illegal nature. Please also see section 1.6 Data Handling and Protection. Where a data transfer has taken place, we may hold a copy of the original backup in our workshop. This copy is clearly labelled and stored in a locked, secure place. If we have not heard from you within 30 days of completing the data transfer, we will assume that all data is accounted for and working correctly and will securely wipe the hard drive or device used to store your data.

Your Old Hard Drive:

If you would like us to return your old hard drive to you, please state this at the time of the service. Hard drives are securely destroyed on our premises.

What to expect:

In most cases your recovered data will be in your documents and pictures folder. If this isn't the case, then you should find it on your desktop in a folder market 'recovered data'.

You will need to reinstate any internet connection at your home, add email and other passwords, install any additional programs or software that you use and set any personalization or shortcuts on your computer. **These settings will not come across with your data.**

Guarantee:

Whilst every effort is made to retrieve data, EAS Computer Services do not guarantee that data will be recoverable from your machine or hard drive. We will not be responsible, nor accountable for any missing, lost or corrupt data.

3. Free Diagnosis

Where any Free Services are offered (For example, a free in store diagnosis), all use will be subject to the terms and conditions of the individual offer. Where further services are used, all terms in this agreement will be adhered to.

4. Full Software Reinstall

A Full Software Reinstall is also referred to as a 'System Reinstallation'.

What's involved:

- A complete erasure of the hard disk drive
- Reinstall of the operating system (using The Client's license/product key)
- Installation of system hardware drivers
- Installation of system updates
- Installation of Anti-Virus software

What's not included?:

- Installation of any additional software or hardware such as scanners, printers or cameras
- Any setting up of Broadband or Internet Service
- Any personalization of the computer such as desktop shortcuts
- Any training or tuition
- Any software licenses

Where Data Recovery is required:

Please see '2. Data Recovery or Data Backup' Clause in this agreement.

Complaints Procedure

Please direct any complaints to:

Phil Easdown

EAS Computer Services

1 Badger Way

Verwood

Dorset

BH31 6JX

Complaints will be handled with discretion and will not affect the service which you receive from EAS Computer Services in the future. We endeavour to respond to your correspondence within 30 days.

Alternatively, if your complaint is informal, please contact us on 01202 901630 or by email to phil@eascomputerservices.co.uk