

# Terms & Conditions – Citadene Technologies

By accepting a quote or placing an order with Citadene Technologies, the client agrees to the full Terms & Conditions as outlined below.

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## Repairs

- **Device Scope:** We only service **Windows-based laptops and all-in-one PCs**.
  - **Quote Validity:** All repair quotes are valid for **7 days** from the issue date.
  - **Assessment Fee:** A non-refundable diagnostic fee may apply, even if the client chooses not to proceed with the repair.
  - **Repair Timeframes:** Standard turnaround is **3–5 working days**, subject to part availability.
  - **Repair Approval:** No repair will begin until the client has approved the quote in writing (email, WhatsApp, or signed form).
  - **Unclaimed Devices:** Devices not collected within **30 days** after completion may incur storage fees or be recycled/disposed of at our discretion.
  - **Third-Party Parts:** If original parts are unavailable, high-quality third-party components may be used with the client's consent.
  - **Data Loss:** Clients are responsible for backing up their data. **Citadene Technologies is not liable** for any data loss during the repair process.
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## New Device Orders

- **Device Scope:** We sell **Windows laptops and all-in-one PCs** only.
  - **Quotes & Orders:** Quotes are valid for **5 working days**. Orders are only confirmed after **full payment**.
  - **Warranty:** All new devices are covered by the **manufacturer's warranty**. No additional warranties apply unless explicitly stated.
  - **Returns & Cancellations:** Orders cannot be cancelled or returned once confirmed, unless the product is faulty on arrival, as per the manufacturer's policy.
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## Payment & Invoicing

- **New Orders:** Full payment is required before devices are ordered or shipped.
  - **Repairs:** Payment is due upon completion, prior to collection or delivery.
  - **Payment Methods:** We accept EFT, credit/debit cards, and cash.
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### Courier & Logistics

- Courier pickups and drop-offs are available by request and may carry additional charges.
  - **Citadene Technologies is not liable** for any damage, theft, or loss occurring during courier transit.
  - Devices should be securely packaged before being handed over to a courier. Packaging assistance is available on request.
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### Data Protection & Privacy

- We treat your personal data with **strict confidentiality** and only access files or settings required for diagnostics or testing.
  - No customer data is stored, backed up, or shared without consent.
  - Customer contact details are securely stored and used solely for service communication — we **never sell or share** your information with third parties.
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### Acceptance of Terms

By accepting a quotation or placing an order (via email, WhatsApp, or signed document), the client acknowledges and agrees to **all terms and conditions** outlined above.