

Terms & Conditions

1. Authorisation

The client authorises COMPUTER SUPPORT (NOTTINGHAM) LTD to conduct an evaluation of the machine sent to determine the nature of the damage and provide an estimate of repair cost and timing. The evaluation is free and no work beyond this evaluation will be charged without explicit client approval. The client authorises COMPUTER SUPPORT (NOTTINGHAM) LTD, its employees, and agents, to receive and transport this media/equipment/data to, from and between their facilities.

2. Legal Rights

The client is the legal owner or authorised representative of the legal owner of the property and all data and components contained therein sent to COMPUTER SUPPORT (NOTTINGHAM) LTD. When clients pick up their computer, they make sure that they also pick up all peripheral services and media. Client will not hold COMPUTER SUPPORT (NOTTINGHAM) LTD responsible for the subsequent loss of any items that they may leave behind. Any property left with COMPUTER SUPPORT (NOTTINGHAM) LTD unclaimed for 180 days, will be disposed. At which time, COMPUTER SUPPORT (NOTTINGHAM) LTD shall have no liability to the client or any third party.

3. Limited Liability

COMPUTER SUPPORT (NOTTINGHAM) LTD shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service. In no event will COMPUTER SUPPORT (NOTTINGHAM) LTD be liable for any damage to the laptop/desktop, loss of data, loss of revenue or profits, or any special, incidental, contingent, or consequential damages, however caused, before, during or after service even if COMPUTER SUPPORT (NOTTINGHAM) LTD has been advised of the possibility of damages or loss to persons or property. COMPUTER SUPPORT (NOTTINGHAM) LTD liability of any kind with respect to the services, including any negligence on its part, shall be limited to the contract price for the services. The client and COMPUTER SUPPORT (NOTTINGHAM) LTD agree that the sole and exclusive remedy for unsatisfactory work or data shall be, at COMPUTER SUPPORT (NOTTINGHAM) LTD option, additional attempts by COMPUTER SUPPORT (NOTTINGHAM) LTD to recover satisfactory data or refund of the amount paid by the client. The parties acknowledge that the price of COMPUTER SUPPORT (NOTTINGHAM) LTD services would be much greater if COMPUTER SUPPORT

(NOTTINGHAM) LTD undertook more extensive liability. The client is aware of the inherent risks of injury and property damage involved in laptop/desktop repair, including without limitation, risks due to destruction or damage to the machine, media, or data and inability to repair the machine or recover data, including those that may result from the negligence of COMPUTER SUPPORT (NOTTINGHAM) LTD, and assumes any and all known risks of injury and property damage that may result. COMPUTER SUPPORT (NOTTINGHAM) LTD will not be responsible for loss or damage in case of fire, theft, or any other cause beyond your control. I understand that an express technician lien is acknowledged on the above equipment to secure the amount of repairs and/or service.

4. Confidentiality

COMPUTER SUPPORT (NOTTINGHAM) LTD agrees not to disclose any and all information or data files supplied with, stored on, or recovered from client's equipment except to employees or agents of COMPUTER SUPPORT (NOTTINGHAM) LTD subject to confidentiality agreements or as required by law such as child pornography, suspicious terrorist activities.

5. Payment

Payment is due in full upon completion of successful repair, prior to release of the repaired machine (whether shipped, or picked up), unless by special previous arrangement. The client is financially responsible for all shipping costs to and from COMPUTER SUPPORT (NOTTINGHAM) LTD.

6. Warranty

30 days warranty on laptops/desktops that COMPUTER SUPPORT (NOTTINGHAM) LTD has repaired, COMPUTER SUPPORT (NOTTINGHAM) LTD makes no warranty on data, express or implied, and COMPUTER SUPPORT (NOTTINGHAM) LTD disclaims any data warranty of any kind. COMPUTER SUPPORT (NOTTINGHAM) LTD can only guarantee a virus has been removed from a computer if a format has been completed. The liability of COMPUTER SUPPORT (NOTTINGHAM) LTD under our warranty in relation to Goods & shall be subject to the Goods having been used and maintained wholly in accordance with the manufacturer's instructions and to their not having been repaired or altered other than by Us. Missing parts, physical damage, modification, attempted dismantling and/or misuse shall void the original warranty. All Items are covered by a 7day RTB (return to base) warranty. Meaning all Goods must be returned to COMPUTER SUPPORT (NOTTINGHAM) LTD within 7 days of the Goods being dispatched. We will replace any item where our warranty is confirmed as valid at no extra cost to the Customer, apart from RTB handling. Any warranty claim that cannot

be replaced may be replaced with an equivalent replacement or an alternative refund will be offered. All sale are final, no return, exchange only for faulty items.

If there's a fault with the product: 1 If you bring it back to us within 3 days with your proof of purchase, we'll give you a replacement or a refund. • If you've had the product for up to 1 year, we'll repair the product or, if that's not possible, give you a replacement or, if that's not possible, a refund. Please note all software's are nonreturnable. Please ensure you read the specification on the box before installation.

7. Agreement

The parties shall submit all disputes relating to this Agreement (whether contract, tort or both) to arbitration, in accordance with the Rules of the UK business rules. Either party may enforce the award of the arbitrator in a Court of competent jurisdiction. The parties understand that they are waiving their rights to a jury trial. The arbitration shall take place in the England.

8. Remote Support

Service Provided during office hours only and subject to current workload (8:30 to 5:30 Mon to Fri)

You must have a working broadband connection. Only basic support is offered (e.g. change settings, install printer, software support etc.)

Price for 30 minutes, £29 inc VAT - Price for

Price for 60 minutes, £58 inc VAT Maximum is 1 Hour.

This is not refundable.

Totally secure connection you will be given a 6 digit code. A new code is created each time the software is run.

When we have logged out we cannot get access to your computer again until you enter a new code.

Any software that is installed will also be removed.

Your internet security will need to "allow" this connection when asked.

We cannot guarantee that we can fix all faults by this method because there may be other underlying problems

such as virus, spyware or malware that will not allow us to correct any errors.

However, you can always bring your computer in to the workshop for a full diagnostic service.

9. Disclaimer

Although all attempts are made to provide accurate, current and reliable information, you should recognise the possibility that errors may exist in the provided by Computer Support (Nottingham) Ltd. Computer Support (Nottingham) Ltd expressly denies any warranty of the accuracy, reliability, or timeliness of any information made available to client, and shall not be held liable for any losses caused by reliance upon the accuracy, reliability, or timeliness of the information. A person who relies upon information provided by Computer Support (Nottingham) Ltd does so at the person's own risk. Before following any advice or installing any software or hardware recommended or mentioned by Computer Support (Nottingham) Ltd, you are strongly encouraged to do a full backup of your data and system. Computer Support (Nottingham) Ltd shall under no circumstances be responsible for data loss or system failure. Services and products advertised by Computer Support (Nottingham) Ltd may be modified or discontinued without prior notice. Prices for services or products are subject to change without prior notice.