

Terms and Conditions of Service

Here you will find important information about the services we provide. We reserve the right to make changes at any time without notice.

Access:

A person of at least 18 years of age must be present during the entire time period services are provided. A Smart Computer Repair technician must be granted full access to the equipment for service, your consent and cooperation to enter your residence or business, a safe working environment, working space and electrical power.

Appointments:

To change your appointment, please call Smart Computer Repair at least 24 hours before your scheduled time or we will charge £45.00 late cancellation fee.

Data Backup:

While in most cases it is possible to rescue your data, it is ultimately your responsibility to back-up your data, software or other files, and password information. Smart Computer Repair will not be responsible for any loss or corruption of data and or, software, or additional time required to restore forgotten passwords.

Guarantee:

All replacement or upgrade parts are sold "as-is" and include a 30-day warranty against manufacturer defect from date of purchase only.

Our customer satisfaction guarantee does not protect against power surges, incompatibility issues, viruses and spyware, or user errors. Our guarantee does not assume responsibility for or extend the life of any pre-existing product warranty. A technician will always wait for direct approval from you before proceeding with actions that would violate your manufacturer's warranty, and we will not be held responsible for voiding a manufacturer's warranty due to a direct service request.

Limitation to Service:

Smart Computer Repair reserves the right to deny services ordered and instead refund any payment, wholly or in part, on the basis that the minimum system requirements are not met, or the technical needs (including wiring or overcoming physical or technical barriers) or other unusual or extensive requirements or conditions determined to be beyond the scope of our services. Equipment left in-shop will be considered abandoned after 60 days without customer contact.

Payment:

Customer payment acknowledges return / receipt of equipment and software CDs, and overall satisfaction with services provided. All payments are due on completion of service. All credit card transactions are processed via PayPal.com/Direct Charge.

Pricing:

Our on-site service rate is £62.50 per hour (one hour minimum).

In-shop service rates vary with the level of service required.

Example: a virus or other critical problem has crippled your two-year-old computer. Your data needs to be backed up (if possible), and your computer restored to like-new condition. The cost to complete service on-site could easily exceed the value of your computer. The same service performed in-shop over two to three days would cost about £150.00, with free pick-up & delivery, printer, and network set-up (does not include sales tax or replacement parts).

Privacy:

Smart Computer Repair has put in place appropriate protective measures to safeguard and secure the information we collect. The information provided through this web site is used for intended purposes only, including billing, reminders, scheduling, technical support, and web site statistics. We do not share any personal information with other parties unless required to do so by authorized law enforcement personnel. We do not use or share personally identifiable information in ways unrelated to our privacy policy.

Software:

It is your responsibility to provide your software licensing information and recovery disks. Our repair technicians are authorized to service properly licensed software only.

Third Party Links:

The Smart Computer Repair website contains links to third party web sites considered appropriate and relevant. By using this website you understand and agree that Smart Computer Repair is not responsible for the content of third party websites.