



Terms & Conditions – Loss of Computer Data

As part of the repair process, it may sometimes be necessary to re-format your computer's internal or external hard disc drive(s) and/or to re-install your computer's Operating System (for example Microsoft Windows®). Both of these procedures are carried out only as a last resort and after the engineer has attempted by all other means to diagnose and resolve the problem(s).

All data regarded as either required, important and/or critical should be backed up (saved to another hard disc drive or to removable media, for example, a CD-R or DVD-R disc) prior to any intended re-installation of the Operating System or the re-formatting of your computer's internal or external hard disc drive(s). Following successful re-formatting of the hard disc drive(s), all data will have been erased. Following successful re-installation of the Operating System, your computer will have been returned to "Factory Settings", in other words, to the state it was in when it left the manufacturing facility.

Computer data can also be lost for a wide variety of other reasons, for example, problems affecting the computer's internal or external hard disc drive(s), as a result of virus or spyware infections, due to corruption of data files and/or folders, etc. The only way in which you can effectively safeguard yourself against the risks associated with loss of data is to maintain a regular and systematic backup procedure.

Labour Charges

The standard labour rate is £80.00 per hour (I do not charge VAT). The minimum charging period is one hour. After the first hour, I charge in blocks of thirty minutes at the rate of £40.00. Any parts required are priced individually and are not included in the standard labour rate.

No Fix – No Fee Policy

The No Fix – No Fee policy means that if the engineer does not possess the necessary technical knowledge or ability to resolve the problem or effect the repair, then no charge is made to the customer.

The policy does not apply in the following cases: -

The engineer is able to resolve the problem or effect the repair, but is only prevented from doing so by the customer requesting the engineer not to proceed with the work.

The engineer is able to resolve the problem or effect the repair, but is only prevented from doing so, because the customer does not possess the required software disc and/or Product Key(s) and/or required password(s).

The engineer provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component.

The policy does not apply to work relating to data recovery, laptop screen replacement, third-party issues, computer viruses/malware or if the computer is deemed by the customer to be beyond economical repair.

Payment Policy

Payment is due on completion of work (i.e. before engineer leaves site) by means of online bank transfer or card payment, unless the No Fix – No Fee policy applies. Other payment options must be discussed and approved prior to confirmation of booking.