

**OUR AGREEMENT**

By leaving your equipment/device with us, you have agreed to these Terms and Conditions (Agreement). Please note that these may be changed from time to time and the latest version can be downloaded from our website.

In these terms and conditions, references to “we” and “us” are to Tek Repairs NE.

By using services provided by Tek Repairs NE you are entering into a contract with us. The terms below set out our obligations to you and what you are agreeing to.

- a. Should the requested work, in our opinion, not be physically advisable or Beyond Economical Repair (B.E.R) then you will be informed by either text, email or a phone call dependant on your preferred method of contact. If we dismantle a device and you subsequently decide for us not to repair it, we will charge £10 for rebuilding it. This is to compensate us for time spent in a worthless task.
- b. We will place our contact details into your system help files and add our website to your Internet Browser Favourites bar so that you can easily find us in the future.
- c. We will charge £15 if we have to bypass your account password(s), this only applies to Laptops, Desktops and Apple Macs.
- d. While completing repairs the very act of dismantling or testing can cause failure to already stressed components. You acknowledge that we cannot be held responsible for the additional costs that might incur and that you will be liable to pay. Our reputation for fairness is your protection.
- e. For some jobs, we may need to re-install your operating system. This involves wiping your hard disk clean and re-installing the operating system. We DO NOT test hard drives for any faults (unless the specified job is to check the hard drive or to diagnose). We will contact you prior to the wipe of your hard disk. If you require your data to be backed up prior to the wipe and restored back to your device once the operating system has been re-installed, please let us know along with any Activation Keys or Login Details (Microsoft Office, Security etc.). There will be additional charges associated with this service as it can be a long and involved process.

**1. REPAIR SERVICE**

**IMPORTANT: *You are responsible for ensuring that you have backed up all data on your device before we access your system. We will not be responsible for any loss of data, pictures, information or software on your device.***

If you have not made any backups of your data, then we can do this for you for a small charge. Please contact us as soon as possible to arrange for your data to be backed up before we start work on your computer. Please note, mechanical failure of your hard disk or other components inside your computer can occur without warning during our intensive diagnostics. Virus and malware infections can also damage your data and could lead to unpredictable problems and could result in data loss.

### **1.1. On-Site Repairs and Services**

If you book an on-site repair appointment we will need the following at the time of appointment:

- Full access to the equipment being repaired. Electricity mains power & Lighting
- Your agreement to follow our reasonable instructions

Your computer system should have a valid Windows Operating System or Apple OS X Operating System installed. If you have not, there will be additional costs and time involved to install a retail version of the relevant operating system on your computer. This service would need to be completed at a later date so that we can prepare the Installation Media to install a valid operating system on your computer.

### **1.2. Customer Specified / Supplied Equipment**

Where work is carried out using equipment and/or software and/or procedures and/or facilities, supplied or at the instruction of the customer, which is then found to be faulty, all work carried out to identify and rectify the problem is chargeable in addition to any quote or order at the suitable rate to the customer. Whether directly instructed to carry this out or not by the customer when this has to be carried out in order to complete the work for the customer.

### **1.3. REPAIR / SERVICE CANCELLATIONS**

It can take many hours to fully diagnose and repair your device and often we need to purchase parts that are required for your repair. If at any time you decide to cancel the repair, you will be liable to make payment of any parts ordered for your repair. We will not release any item back to you until payment in full is received.

### **1.4. REPAIR & DIAGNOSTIC TIMES**

Although we aim to get your device repaired / diagnosed as quickly as possible, the service can sometimes take longer than anticipated. We normally aim to diagnose and repair within 3-10 business days but sometimes the repair can take longer. We sometimes have to source parts from outside of the UK and can take several weeks before we receive the parts and clear customs. We will not be held responsible for any repairs that exceed our estimated completion time. We will make every effort to inform you if we expect a delay in our service. If you would like a status update, please get in touch with us or send us a message from our website.

## **2. REMOTE REPAIR**

Some issues are not able to be resolved remotely but we will use reasonable amounts of skill and care to resolve problems you have requested us to do. It may be necessary for your computer equipment to be delivered to our workshop to resolve your problem, but we will talk about all available options at the time of the remote repair session.

## **3. LIABILITY**

If your device is damaged Beyond Economical Repair (B.E.R) through our negligence or wilful misconduct, our liability will be limited to the cost of providing a replacement with a product that is the same or similar to your device. You have sole responsibility for any data stored on your device and we accept no liability for loss or corruption of such data however caused. It is your responsibility to keep a record of any such data.

When sending in a damaged device, our technicians will probably need to open up the device to either diagnose or repair it, this comes with an element of risk and may result in some minor damages to your device. We do everything possible to ensure this doesn't happen, however, if it does happen and the damages are significant we will offer a replacement or repair.

We will not be responsible for any damage or fault caused by a previous repair.

When sending in your mobile phone or tablet device for screen repair or home button repair, Tek Repairs NE will not be held responsible if the Touch ID feature does not work after the repair is carried out.

### **3.1. LIABILITY EXCLUSIONS**

Although we do not have specific knowledge of your computer configuration we will attempt to minimise disruption to your system as much as we can, but we cannot be responsible for any unforeseen issues that may arise from any of our services.

Please note that if your device or equipment is under manufacturer warranty our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty.

We cannot be held responsible or liable to any service performed for you regarding:

- any loss data, data corruption, loss of images, documents or information
- any financial loss, or loss and interruption to business or contracts
- any failure by you to follow our reasonable recommendations or instructions
- any losses or issues you may suffer due to your use of (or failure to use) any anti-virus software
- any loss that is not reasonably foreseeable.

## **4. WARRANTY**

Unless stated, all repairs carry a 1-month warranty on both parts and labour (this does not include software, which has no warranty). In the unlikely event that the same problem happens that we have fixed or any fault which is related to the service provided we will either try again to fix the problem at no extra charge or, if we cannot fix the problem, we will refund your payment in full for the services performed. This excludes faults caused by the failure of other components after the repair has taken place, or by faults caused due to incorrect use of software or downloaded material, virus and malware infections, or by faults from accidental damage or incorrect use of the product.

Please note, you are responsible for the cost of the returning of your device to us.

### **4.1. Limited Warranty**

Although we offer a warranty for most repairs, there are some exceptions where items of our standard warranty do not apply. We will indicate to you at the time of repair / collection of repair what items have a limited or exempt warranty. This includes but not limited to the following items:

- GPU / BGA / CPU Reflows – Dependant on 3<sup>rd</sup> Party Supplier Used
- Liquid Damage – No Warranty
- Software Installation

For all warranty issues please contact us first to authorise a return under warranty request.

## **5. DIAGNOSTICS**

It can take many hours to fully diagnose your device. This is a free service (dependant on if we have to dismantle the device, if we do and you decide not to go ahead with the repair, there will be a £10 charge to assemble the device) we offer to all our residential customers on condition that we repair your device while your device remains on our premises. If you decide to not go ahead with the repair, the device will be returned to you in the same condition that we received it. If your device is

beyond economical repair (B.E.R) we are happy to recycle your device, we may, as well offer something to you for your device if it is of any value to us.

Liquid damage items are subjected to a non-refundable cleaning fee before we start any repair/diagnosis to the device. The fee for small devices (Mobile Phones etc.) is £10.00 and larger items (Laptops etc.) £20.00.

Diagnostics that result in us diagnosing a faulty motherboard and you do not want to go ahead with the repair, there will be a charge of £20.00 (Laptop), £25.00 (Desktop), £30.00 (Gaming Computer), £35.00 (AIO Desktop), £40.00 (MacBook), £45.00 (iMac) and £50.00 (Mac Mini).

## **6. ABANDONED DEVICES**

Any device that has been left abandoned for over 90 days will be recycled or disposed if prior arrangements have not been made. It is important that you check your details on your receipt / email at the time of booking to ensure that we have your correct contact details. We will not be held responsible for any inaccuracies in the details provided.

## **7. APPLE IPAD & IPHONE AND MOBILE DEVICE REPAIRS**

When Tek Repairs NE take on your device for repair there are many situations that we are unable to test for before we start the repair and this disclaimer is in place to protect yourself and ourselves from any potential misunderstandings.

### **7.1. Unforeseen Damage of Malfunction**

I understand Tek Repairs NE will be unaware of any other potential problems that could arise as a result of the initial damage or by opening / disturbing the internal logic boards and internal cables during dismantle / repair. This may result in additional charges to cover the costs of parts required to complete the repair. We will endeavour to make you aware of this at the time of repair / diagnosis.

An example of typical faults that can occur with Apple iPhones and iPads as a result repair includes but not limited to:

- Fingerprint Sensor Damage – If your Finger Sensor is damaged please go to Apple.
- Internal Cables Damage
- Internal LCD Screen
- Casing Damage / Bent Chassis
- Front/Back Camera Failure
- Home Button / Lock / Volume / Off button Failure

### **7.2. Parts We Use**

For Apple devices, we use THIRD PARTY PARTS and OEM PARTS, these are not officially endorsed by Apple. If you prefer an original Apple part, please contact Apple.

### **7.3. Original Apple Warranty**

Apple may refuse to undertake any work on your device if it is repaired by anyone other than Apple. This includes both in-warranty and out-of-warranty repairs.

### **7.4. Waterproof / Water Resistant Devices**

To repair your device, we need to physically get inside it which usually means we have to break the waterproof seal (if any). Some items that are classed as waterproof / water resistant may not be waterproof on return to you. If this will affect the enjoyment of your device, please only ensure you get it repaired with the manufacturer directly to guarantee a waterproof seal on return.

### **7.5. Liquid Damaged Devices**

Any device that is found to have any signs of liquid damage internally will be exempt from any warranties offered. We may still be able to do the repair but due to the nature of liquid damage / corrosion we will not offer any warranty what-so-ever. We will stop working on your device and inform you as soon as we see any signs of internal liquid damage. Only after speaking with you will we continue with the repair.

### **8. PERSONAL DATA**

During the booking in of your device we will ask you for certain details which we require to perform the service. This includes your name, address, phone numbers and email address. We may also require your administrator password to access your computer to complete our service. We may also require your lock screen password to gain access to your device to either diagnose it or test it.

We may keep a detailed note of your conversations with our engineers for records purposes.

#### **8.1. Your data – includes photos, emails, documents**

It is YOUR responsibility to ensure your data is backed up prior to repair. Tek Repairs NE will not be liable for loss of data whatsoever. We do offer a backup service – please ask for this BEFORE we start the repair.

### **9. REFUNDS FOR GOODS PURCHASED**

#### ***Items Purchased In-store***

For Faulty Items: If a fault occurs within 30 days of receipt, we will offer you a full refund. After 30 days, we will either repair or replace at our discretion. Please return it back to the store you purchased it from with your original receipt of purchase and original packaging.

If you change your mind – If you have changed your mind or your product has been returned as “faulty” but no fault has been found, you are not liable to a refund.

#### ***9.1. Items Purchased Online***

Under the Consumer Contracts Regulations, you have the right to return your order up to 14 days from the day you receive your goods. If you have changed your mind we will only accept the item for refund if the item is unopened, in its original condition and packaging with a receipt of purchase. You are responsible for the return delivery costs. If within 14 days you decide to return your item and it is opened, not in original condition or packaging, there will be a 30% restocking fee which will be deducted from your refund.

#### ***9.2. Refund Exceptions***

Made to order items such as Custom PCs and Laptops are exempt and will not be refunded if you change your mind.

Software is non-refundable.

### **10. DEVICES KEPT**

Any device that has been left abandoned for over 90 days will be kept by us will either be recycled, sold or used for parts if prior arrangements have not been made. This is to cover our costs of work carried out.

## **11. COMPLAINTS**

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

As soon as possible after the completion of the work carried out, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

## **12. PAYMENTS**

Payments are required after completion. Accepted payment methods are Cash, Bank Transfer, PayPal or Credit or Debit Cards.

If you are buying a custom-built PC, you will need to pay upfront. We also require a deposit on certain parts if we do not carry in stock.

If you want us to order parts for your device before we have received your device then we will need a non-refundable deposit of either £5 or £10 dependant on part. This payment must be made before we order any part without us having your device. This payment is to cover return postage in the unlikely event that you no longer wish for us to repair your device.

There are no credit or finance options available.

There is no call out charges if you are within 5-miles of us and there is no charge for collection or delivery charges within 5-miles of us.

## **13. PRICES**

Prices are subject to change. Promotional services and items state the price and duration and such prices only apply at the time of the promotion. All prices are inclusive of VAT and delivery charges except otherwise stated.

## **14. DATA BACKUP**

When we complete a repair on your device and we performed a data backup, this data will be kept with us and secure for a maximum of 90 days. This is in case any problems arise on your device.

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These terms and conditions are liable to change without prior notice or notification.

Call us on 07340 532 630 or 07527 625 878 or contact us for more information.