

Coronavirus / COVID-19 / CV-19 – Supporting Our Customers

With so many of us now working from home or confined to self-isolation, your computers & online services are perhaps now more important than ever before.

With the current restrictions on non-essential travel and social distancing in place, we are still here to help, albeit with some operational changes for the safety of our customers and ourselves.

1. Remote First

While travel and social distancing measures remain in place, we are no longer providing an on-site repair service.

Wherever your issue can be resolved remotely, over the telephone or by email, we will offer this service first.

Where a remote service is not possible, such as with physically damaged or inoperable devices, we are able to provide a collection and return service.

All of our Remote Support Services are Half Price until further notice.

2. Collect & Return (in place since 23/03/2020)

We are only offering a collection & return service where a solution isn't possible any other way.

Wherever we're able to provide a collect & return service, our technician will not enter your home or business premises. We are requesting that customers leave devices in a box on the doorstep or inside a contained porch or garage. The technician will collect without contact other than by telephone to confirm a time of arrival so that you can safely make the item available.

When we collect/receive your device we ask that you do not provide us with unnecessary items, such as:

- NO Bags (Carrier Bags, Laptop Bags or Laptop Sleeves)
- NO Accessories (Mouse, Keyboard, Cables etc.)
- NO Cases (This includes Phone & Tablet Cases)

What we require from you when we collect/receive your device to be repaired:

- Laptop – Device + Charger Only
- Desktop PC – Device Only
- Desktop All in One PC – Device Only
- Console – Device Only
- Tablet – Device Only
- Phone – Device Only
- Satnav – Device Only

Exceptions:

Some Desktop PCs and All-in-One models also have a specific adapter to power them. If your device uses a standard 3-Pin "Kettle Lead" type to power it, there is no need to include this. If you are unsure, please include your Power Cable anyway.

3. Taking Sensible Precautions

If anybody in your household is designated as High Risk, or if you are currently self-isolating due to either having the virus or you or somebody in your household are experiencing symptoms consistent with COVID-19, please ensure you make us aware of this before arranging collection.

Your technician will wear Latex Gloves & a Face Mask whilst collecting & returning your device. We will also wear Latex Gloves when we are repairing your device, this includes when repairing Touchscreen Devices. They will also be hygienically wiping any external surfaces once we have collected the device and also before returning the device.

4. Payment

We will never ask you for payment up-front for any collect & return services – payment is only required on the return of the device.

Our preferred method of Payment is by Bank Transfer (BACS), alternatively we will also happily accept debit/credit card using our Card Reader which will be thoroughly cleaned before and after every use and also PayPal. If you are unable to pay by any of these services we will accept cash in an unsealed envelope or moneybag.

5. More Information

Most people are being asked to work from home; we are continuously sourcing and supplying clients with Refurbished Laptops, Desktop PCs and other devices.

Prices start from £50.00 dependant on current stock and availability. More information can be found out by contacting us.

6. Contacting Us

If you are having difficulty getting through on the phone, please leave us a message and someone will get back to you as soon as possible.

Wherever possible, please contact us by completing an enquiry form on our main [contact page](#). You can also email your enquiry to support@tekrepairsne.co.uk

Please remember to provide your postcode, an email address and phone number (preferably mobile). It would be helpful if you could also include the make and model of your device – you should be able to locate this on the back/bottom of most devices. This will help us to follow up your request efficiently.

We may choose to contact you via email or text message in the first instance to keep our phone lines available for incoming enquires, so please look out for our communications on these channels, including your junk or spam folder.

7. Thank You!

Our team would like to thank you for your continued support. We will do whatever we can to continue to provide our fast and efficient repair service and keep you online & working during these challenging times.