

**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 the 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 depending 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 (this excludes B.E.R devices). There may also be a charge for returning the device to you to cover our mileage.
- 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 reinstall 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 (you will be informed if we must order any parts). 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.

### **1.5. NO FIX NO FEE POLICY**

Our No Fix No Fee policy means simply that if Tek Repairs NE Ltd does not possess the necessary technical knowledge or ability to resolve the problem or effect the repair, then no charge is made.

### **1.6 NO FIX NO FEE POLICY EXCLUSIONS**

- When the customer requests Tek Repairs NE Ltd not to proceed with a repair which it is able to effect to resolve the problem. In this case the customer must pay our minimum charge for diagnostics (£10.00).
- Tek Repairs NE Ltd provides a clear and precise diagnosis of a failed component/software issue but the customer decides not to proceed with the replacement/repair. In this case the customer must pay our minimum charge for diagnostics (£10.00).
- The policy does not apply to data recovery, virus or malware problems, issues with third parties or to cases in which the computer suffered from power surges.
- Tek Repairs NE Ltd accepts no responsibility for loss of computer data, however caused, including any alleged loss occurred during data recovery.

## **1.7 THIRD PARTY REPAIRS**

Certain repairs may need to be sent away to be repaired, e.g.

- Motherboard Repairs
- Liquid Damaged Repairs (Local company used)
- Phone & Tablet Board Repairs (Local company used)
- Console Motherboard Repairs
- iCloud Unlocking Services

## **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 the 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 does not 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. The Home Button Flex Cable is a delicate part and can easily be damaged if the screen is damaged.

### **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, virus removal or liquid damaged repair). 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 repairs 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
- Micro Soldering Repairs – Dependant on 3<sup>rd</sup> Party Supplier Used
- Liquid Damage – Dependant on 3<sup>rd</sup> Party Supplier Used
- Software Installation – No Warranty
- Custom Computer – Parts Supplied by the Customer (No Warranty)

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

##### **4.2. Refurbished Device Warranty**

Please find below a breakdown below of how much warranty our Refurbished Devices include:

- Device – 1 / 3 / 6 / 9 or 12 months.
- Battery - (USED): 0 months / (NEW): 12 months warranty.
- Software - 0 months (includes Operating System & Internet Security)
- New Parts - Dependant on the supplier used. Usually between 3 months - 36 months.

Our warranty covers your device against technical defects that develop within the warranty period defined above; starting from the day you receive your device.

The warranty operates on a Return to Base (RTB) – by this we mean that you must return it to our repair centre to be repaired. We do not operate an on-site warranty or arrange for engineers to visit you at home or work.

##### **Typical Faults Include:**

- Hard Drive Failures
- Memory Issues
- Screen/Display issues (Cracked, damaged or broken screens are not covered unless the damage is caused in transit)
- DOA Batteries
- Keyboard/Trackpad/Speakers not working
- Power Issues/Not Charging

##### **Problems or Faults that are not covered include: (This list is not exhaustive)**

- Software Problems (whether the software was pre-installed or not)
- Viruses, Spyware, Malware, Ransomware
- Physical Damage

- Water/Liquid Damage
- Damage caused by third party upgrades or modifications
- After attempts have been made to repair the device (carried out not by us)
- Malicious or intentional damage

### **Making a Claim**

If something does go wrong with your device and you are still within the warranty period, please have your order number or serial number to hand when contacting us.

### **4.3 Refurbished Device**

All refurbished Laptops and Desktop Computer's will come preinstalled with either:

- Windows 10 Home / Windows 10 Professional
- Linux Mint (This will be installed on older devices)
- Apple macOS - The latest version compatible with that device
- At Least a 120GB Solid State Drive for Windows 10 based devices where possible

No Laptop or Desktop Computer will have Windows 8 or below installed on them. All devices will be fully up to date with all updates and drivers.

We also preinstall: Microsoft Edge & 7-Zip (unless otherwise told by the customer)

All Refurbished Laptops will come with a Charger & Power Cable, they may have a battery installed and it may not work, this is how we can charge as little as £50.00 for some devices.

All Refurbished Apple devices will come WITHOUT an Apple account associated with them and will be Factory Reset. They may also include a Plug and/or Charger Cable.

All Refurbished Desktop Computers will come with a Power Cable. Video cables can be bought separately unless you have purchased a bundle PC from us – Computer Tower, Monitor, Keyboard & Mouse, and then the Video Cable will be supplied with the bundle.

## **5. DIAGNOSTICS**

It can take many hours to fully diagnose your device. There will be a small diagnostic charge of £10.00. If you decide not to 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 damaged 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:

- Mobile Phone - £20.00
- Tablet - £30.00
- Laptop - £20.00
- Desktop PC - £25.00
- Gaming Computer - £30.00
- All in One PC - £35.00
- Apple MacBook - £50.00
- Apple iMac Fat Model - £60.00

- Apple iMac Slim Model - £70.00
- Apple Mac Mini - £50.00
- Apple Mac Pro - £60.00

## **6. ABANDONED DEVICES**

Any device that has been left abandoned for over 90 days will be recycled or disposed of 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 that 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 of 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.

If, after we have repaired your device, there is a fault with your device where we have replaced parts, we will send the parts away to the supplier that we use for Apple devices. They will then fully test the part. If the part is found to be damaged (e.g. Cracked Screen) by the customer, then this is not covered under warranty and no refund will be given. If the part is found to be damaged not by the customer and by a manufacturing fault, then we will replace the part free of charge or issue a refund.

### **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.

### **7.6. iCloud Locked Devices**

We now provide the service of removing iCloud Activation Lock from your iPad (Proof of purchase would need to be given to us). This service is provided by a 3rd Party Provider that we use. Your device will be sent away to be repaired which usually takes up to 7 working days. For this type of service, we will sign into Apple devices with our personal account that we use for this type of service. Once we return the device to yourself, we will also give you a note on your invoice of the current login details for our personal Apple account which would need to be removed once you have received the device back and also for you to put your personal account on. If you do not sign into Apple with your own account after logging out from our account, then you risk the iCloud Lock from being rejected, meaning it would be iCloud locked again.

## **8. PERSONAL DATA**

During the booking 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. We usually ask our clients before we carry out a repair on a Laptop or Desktop PC if you would like any data backed up.

## **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 (Also covers eBay purchases)***

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. 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.

## **11. 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 50% of the total cost 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 (This can be found in section 13.1). 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 contract that would need to be signed for the late payment to come into effect. We give a grace period of 7 days after completion of repair.

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.

Some parts which are ordered in from a non-UK destination may be subject to Customs Charges, this charge will be added onto the total cost of the bill.

## **12. 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.

### **12.1 Late Fee for Payments – Home Clients**

- 7-day (1 week) late payment: 10% of total cost added onto bill
- 14-day (2 week) late payment: 15% of total cost added onto bill
- 21-day (3 week) late payment: 20% of total cost added onto bill
- 28-day (4 week) late payment: 25% of total cost added onto bill
- 56-day (8 week) late payment: 50% of total cost added onto bill
- 84-day (12 week) late payment: 75% of total cost added onto bill
- 112-day (16 week) late payment: 100% of total cost added onto bill



### **12.2 Late Fee for Payments – Business Clients**

- Business late payments: 30 days exemption, after 30 days: 10% of total cost added to bill
- Business late payments: 30 days exemption, after 60 days: 25% of total cost added to bill
- Business late payments: 30 days exemption, after 90 days: 50% of total cost added to bill
- Business late payments: 30 days exemption, after 120 days: 100% of total cost added to bill

### **12.3 Deposits for Parts**

- £0 – £25.00: Deposit of £5.00
- £25.00 - £50.00: Deposit of £10.00
- £50.00 - £100.00: Deposit of £20.00
- £100.00 - £150.00: Deposit of £30.00
- £150.00 - £250.00: Deposit of £50.00
- £250.00 - £499.00: Deposit of £100.00
- £500 +: Deposit equally to 50% of total cost
- Custom Gaming Computer: Deposit equally to 50% of total cost

### **13. DATA BACKUP**

When we complete a repair on your device and we perform a data backup, this data will be kept with us and secure for a maximum of 60 days. This is in case any problems arise on your device. If you do not wish for us to keep your data for a maximum of 60 days, please let us know so that we can securely delete it.

### **14. STORAGE FEES**

We can offer to store your device or purchase for a certain charge depending on how long you would like us to keep it for. This is ideal for people who are either unable to come and collect the device straight away, or you are getting your device repaired or purchased for either Birthday or Christmas presents. These charges will be charged on top of the final fee of the work carried out. We must be informed if you would like us to store it for you, otherwise we will count to 90 days then it would be classed as an abandoned device and we will either recycle, sell, or use the parts.

#### **14.1 STORAGE FEES**

- Upto 1 week: Fee of £10.00
- Upto 2 weeks: Fee of £20.00
- Upto 3 weeks: Fee of £30.00
- Upto 4 weeks: Fee of £45.00
- Over 4 weeks: Fee of £50.00 + £10.00 per week thereafter

### **15. COVID-19 / Coronavirus / CV-19**

Due to the COVID-19 which has had an effect on many businesses, we may be unable to source certain parts for repairs due to them being out of stock.

Please find below a few pointers that we have put in place due to the current worldwide pandemic:

- All devices will be thoroughly cleaned when we have received them and also once we have finished the repair.
- All repairs will be carried out while wearing Protective Equipment (Gloves etc.)
- If you have been to an affected area, been in contact with someone with confirmed COVID-19 or are self-isolating/quarantine yourself, PLEASE let us know before we receive the device so we can put in place appropriate protective clothing on (PPE). This is not only to protect ourselves but also the customer.
- We are open as normal – unless otherwise told so by the government.
- All Remote Support sessions are now half price until further notice

- Payments – we would now prefer all payments to be either made via Bank Transfer, PayPal or through Card Payment. If neither of these is possible, we will make the exemption to accept Cash.
- Our Card Reader will be disinfected before and after every use and will be stored in a resealable bag.
- Most people are being asked to work from home; we are sourcing and supplying clients with Refurbished Laptops and Desktop PC's. Prices start from £50.00; more information can be found out by contacting us.
- As of 23/03/2020 we will now only be operating as a pickup/drop off service.

### **15.1. Receiving of Devices**

This is now in compliance with our COVID-19 protocols.

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

- NO Bags (Carrier Bags or Laptop Bags or Laptop Sleeves)
- NO Accessories (Chargers - unless listed below)
- NO Cases (This includes Phone & Tablet Cases)

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

- Laptops - Device + Charger Only
- Consoles - Device Only
- Desktop PC - Device Only
- Desktop AIO PC - Device + Charger Only (NO Power Cables, e.g. Kettle Leads)
- Tablets - Device Only
- Phones - Device Only
- Satnavs - Device Only

**All contents of the tekrepairsne.co.uk website is Copyright © 2015 TEK REPAIRS NE**

*Version 2.3 updated 26/05/2020*

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

Our Contact Details

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