

In Home PC Repairs



No Fix No Fee Terms & Conditions and Data Responsibility

Sorry, but the following policy does NOT apply to work related to computer VIRUS problems.

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

If the engineer is able to resolve the problem, but is only prevented from doing so by the customer requesting the engineer not to proceed with the work, then the customer is charged for the engineer's time spent to that point.

If the engineer is able to resolve the problem, but is only prevented from doing so because the customer does not possess the required software CD-Rom/DVD or Product Key, then the customer is charged for the engineer's time spent to that point.

If 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, then the customer is charged for the engineer's time spent to that point.

If the problem is proved to be outside of the computer I.E a fault with the telephone line/exchange or internet Broadband Provider which is beyond the engineer's responsibility, the customer will be charged for the engineer's time spent to that point.

If there is no fault found with the computer or the customer is unable to demonstrate the fault, the customer will be charged for the engineer's time spent to that point.

YOUR DATA

It is the YOUR responsibility to back-up YOUR valuable data.

We are sorry but, if data becomes lost, damaged or missing during a repair process our engineers accept no responsibility whatsoever.

NONE COMPUTER EQUIPMENT

While we may help with set-up of Mobile Phone, Games Console & CCTV systems these items are NOT covered by our NFNF policy