

PC Care

PC Care Terms and Conditions of Service

Patrick Woodward trading as PC CARE
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Tel 01903 533586

In accepting PC Care to undertake work, you agree to the following terms.

Please ask us to clarify any points you maybe unsure of.

PRICING:

Phone advice: FREE

Initial assessment and estimate: FREE if equipment brought to PC Care's premises, £30 if called out. If repair can be effected quickly, on the spot, min charge of £20 applies. (Included in call out charge)

Thereafter:

1. In house pricing (customer drops off goods to PC Care's premises)

1.1 First half hour of labour - £20. Rate thereafter to be agreed

1.2 All pricing excludes cost of any parts used. Parts will be additionally charged for.

2. Call out pricing (within Worthing and 4 mile radius of Worthing - collect and return service or work completed on customers premises (when possible).

2.1 First half hour of labour - £30. Rate thereafter to be agreed.

2.2 All pricing excludes cost of any parts used. Parts will be additionally charged for.

3. Call out pricing (5 - 15 mile radius of Worthing - collect and return service or work completed on customers premises (when possible)

3.1 First hour of labour - £60. Rate thereafter to be agreed

3.2 All pricing excludes cost of any parts used. Parts will be additionally charged for.

4. Payment

4.1 Payment must be made on completion of work.

4.2 Cash, cheque or online payment is accepted as payment (please make cheques payable to **PC Care**).

4.3 Your goods will not be released until full payment has been received.

4.4 If your goods are in PC Care's workshop, they must be picked up within 7 days of the work having been completed, unless otherwise agreed. A storage charge of £3.00 per day will apply thereafter.

4.5 Completion of work - the work is deemed completed after PC Care advises the customer that the agreed work has been finished and payment has been received from the customer for the completed work.

4.6 PC Care is not registered for VAT

5. Labour warranty. Supplied and fitted parts information.

5.1 PC Care offers an additional free 3 month labour warranty on all work carried out apart from software repairs, software installation and software upgrades.

5.2 Parts supplied and fitted by PC Care may come with a manufacturer warranty

5.3 Any claims made under the warranty must be specific to the original work done and/or original part supplied and fitted by PC Care. All other claims will be charged for using PC Care's 'pricing' structure.

5.4 The warranties offered do not affect your statutory rights as a consumer.

6. Other information

6.1 Any customer goods whilst in our care that are lost or stolen will be replaced with an item of equal specification and value or, if this is not possible, with compensation to the value of the item.

6.2 Any customer goods whilst in our care that are accidentally broken will be repaired, or replaced with an item of equal specification and value or, if this is not possible, with compensation to the value of the item.

6.3 PC Care strongly recommends that before commencement of any work, you backup data that is deemed required, to an external device (e.g. external hard drive). If you require PC Care to do this we will be happy to estimate you a price. PC Care will not be responsible for loss of data which has not been backed up.

6.4 Nothing in the 'terms and conditions of service agreement' will affect your statutory rights as a Consumer.

Declaration:

7.1 I confirm that the goods are owned by myself or I have been authorised by the owner to represent them.

7.2 I confirm that I have read; understood; and agree to be bound by these terms, and hereby agree to engage PC Care to provide me (the customer) with services which may consist of:- inspection, diagnostics, repairs, upgrading, supplying parts, software installation, hardware installation, and any other task which the parties may agree on.