

# Rugby Computer and Laptop Repairs

## Terms and Conditions

The terms and conditions set forth below are a legal agreement between you (the Client) and Rugby Computer and Laptop Repairs.

These terms and conditions shall apply to all goods and services supplied to the Client by Rugby Computer and Laptop Repairs.

These terms and conditions do not affect the Clients statutory rights.

### **Commission Agreement**

By commissioning Rugby Computer and Laptop Repairs, you are entering into a contract with us. The following terms and conditions set forth are our obligations to you and what you are agreeing to.

### **Authorisation**

By commissioning Rugby Computer and Laptop Repairs, the Client authorises the inspection and evaluation of the equipment to determine the nature of the repairs required and provide an estimate of repair cost and the time scale involved.

Rugby Computer and Laptop Repairs when commissioned to carry out repairs also have the necessary permission from the Client to replace components with new or used devices of a similar or better design and capability. The Client also authorises Rugby Computer and Laptop Repairs to receive and transport equipment to and from the Clients premises to our workshop.

### **Backing Up Data**

Rugby Computer and Laptop Repairs will make every possible effort to preserve the Clients data and files, however it should be noted that there are no guarantees whatsoever that the Clients data and files will remain intact after the repairs.

It is therefore the client's sole responsibility to ensure that all data and information stored on the computer equipment requiring repairs is appropriately backed up to another storage device prior to handing over for repair.

### **Payment**

Payment is due in full upon completion of a repair prior to the release of the equipment whether delivered to the clients address or collected from us.

We accept payment by debit and credit cards as well as cash or BACS. We unfortunately cannot accept payment by cheque.

In circumstances when goods are supplied, you will only receive these goods when payment in full is received.

### **Limited Liability**

Rugby Computer and Laptop Repairs cannot be held liable for any loss of data, loss of revenue or profits, or consequential damages, howsoever caused either prior, during a service or upon completion of a service.

Rugby Computer and Laptop Repairs liability of any kind with respect to services undertaken, including any negligence on its part, shall be limited to the contract price for the services provided.

We will not be liable for any damage caused to other equipment or components by parts supplied following any repair.

## **Warranties**

Rugby Computer and Laptop Repairs make no warranty whatsoever for any data or computer files. If the same problem re-occurs within 14 days of the original repair, we will undertake the repair again without charge. However, charges will be incurred should additional parts be required. This warranty excludes faults caused by viruses or software issues.

All computer parts supplied by Rugby Computer and Laptop Repairs are new and come with at least a 1-year manufacturer's warranty from the date of the repair. In some instances, we may offer second hand or used parts at a reduced cost. The Client will be consulted if they are willing to accept second hand or used parts prior to fitting. A 30-day warranty will be provided with second hand or used parts. Our refurbished laptops or computers come with a 90-day warranty. All new laptops or computers supplied by us have a 1-year manufacturer warranty.

Any warranty offered will become invalid if the hologram marked label is removed or tampered with in any way.

Parts are only covered under warranty that fail due to manufacturing defects. Should the part fail because of mishandling of the computer equipment or inadequate subsequent servicing or failure from "fair wear and tear" the warranty becomes invalid.

Damage to a computer system or its components supplied by us caused by a power surge or spike, including mains power and telecoms connections or other unspecified sources e.g. voltage fluctuation, amperage fluctuation, lightning, water ingress are not covered under the warranty.

Furthermore, the warranty does not cover for any loss or damage due to negligence, mishandling, accidents, theft, water flooding, war outbreak, electrical storms, fire outbreak, earthquakes etc.

## **Manufacturers Warranties**

During the performance of our services, we may affect a manufacturer's warranty validity. It is the Clients responsibility to determine the consequences of our services on any manufacturer's warranty and take the appropriate action necessary.

## **This Agreement**

All contracts formed between Rugby Computer and Laptop Repairs and the Client shall be governed by and construed in accordance with and governed by the laws of Great Britain and Northern Ireland.

## **Correctness of Information and Disclaimer**

Rugby Computer and Laptop Repairs reserves the right, at their discretion, to refuse the supply of goods and services and to change our terms and conditions at any time without prior notice.

Any equipment left with Rugby Computer and Laptop Repairs and unclaimed for 60 days, will be disposed of to recover our costs incurred while carrying out a service or repair. After this period, we shall have no liability to the Client or any third party.

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