

TERMS & CONDITIONS

THESE ARE THE TERMS AND CONDITIONS THAT APPLY TO ALL GOODS AND SERVICES SUPPLIED TO YOU BY BRISTOL COMPUTER REPAIR. IT IS IMPORTANT THAT YOU READ THESE TERMS AND CONDITIONS BECAUSE THEY INCLUDE EXCLUSIONS AND DISCLAIMERS IN RESPECT OF LIABILITY AND LOSS ARISING FROM THE GOODS AND SERVICES SUPPLIED BY BRISTOL COMPUTER REPAIR.

SMG Computers Ltd trading as Bristol Computer Repair. Companies House Number 07211460

All contracts formed between Bristol Computer Repair and users shall be governed by, and construed in accordance with English Law.

Any disputes not resolved by the normal complaints procedure will be resolved exclusively in the courts of England & Wales under English Law.

These terms and conditions do not affect your statutory rights. We have the right, at our discretion, to refuse to supply goods you order.

Goods are subject to availability. If we do not supply the goods we will refund any money already paid. We will not be liable for compensation or damages if we do not supply goods.

We aim to deliver any goods within 14 days; however, deliveries may be subject to conditions outside of our control. All delivery times are approximate and we will not be held liable for any compensation or damages as a result of late or non-delivery.

Please check the goods on delivery. If goods are delivered damaged or faulty you must inform us within 7 days of delivery and we will arrange collection and replacement at our cost. If you do not inform us within 7 days we shall have no liability for goods said to be damaged on delivery. This does not affect your statutory rights.

You will only own the goods once we have received payment in full. You will be responsible for the goods once delivery is made or delayed by you at delivery.

To return goods please follow the returns procedure detailed under the Warranty Terms and Conditions. We do not accept liability for the costs of return, returns damaged in transit or not received by us. Refunds may incur a restocking fee and exclude postage and packaging fees and any advertising fees.

Every care has been taken in the preparation of any offer. However, as far as is permitted by applicable law, we disclaim all warranties, express or implied as to the accuracy of information contained herein.

We do not accept any responsibility for any web site not under our control, which may act as a portal for our site, or be connected by hypertext links from our site.

To qualify for our No-Fix-No-Fee policy, the customer must allow Bristol Computer Repair sufficient time and access to the computer to diagnose and fix PC problems (this includes return-to-base PC repair). If the customer does not allow sufficient time before a diagnosis can be made, they will be billed by the hour. It is at the technician's discretion whether or not a repair is possible. If the customer decides not to go ahead with a repair, they will be billed by the hour for time spent diagnosing the problem. If the technician is unable to find suitable replacement parts (in some cases, parts are no longer manufactured) and is therefore unable to complete a repair, a diagnostic fee will still be charged.

In order for Bristol Computer Repair to remain in business, payments must be made promptly. Delinquent bills will be assessed a £15 charge if payment is not received within 14 days of the invoice issue date. If an amount remains delinquent 30 days after its issue date, an additional 15% penalty will be added for each month of delinquency. Bristol Computer Repair reserves the right to remove web pages from viewing on the Internet until final payment is made. In case collection proves necessary, the client agrees to pay all fees incurred by that process. Please pay on time.

A deposit of 15% for goods and services over the sum of £300 are required before being carried out. Businesses are granted 14 days to pay outstanding invoices. Other customers are required to pay cash upon completion or delivery.

All parts supplied by Bristol Computer Repair are brand new, unless stated. Brand new parts come with 1 year manufacturer's warranty, commencing from the date the item was purchased by Bristol Computer Repair.

The warranty on any hardware will be voided if any sticker placed on the warrantable equipment is removed, broken or tampered with.

Equipment is only covered for faulty workmanship on parts, and for parts that fail due to manufacturing defects recognised by the component manufacturer. This warranty does not cover failure of equipment due to the system not being serviced adequately, or failure from "fair wear and tear". This warranty does not cover repairs for the replacement of parts due to incompatibility. The warranty holder will be liable to pay for these repairs.

Damage to a system or components, supplied by Bristol Computer Repair, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, voltage fluctuation, amperage fluctuation, rust or corrosion, are not covered under warranty.

Warranties do not cover loss or damage due to negligence, accidents, theft, flood, fire, earthquakes, electrical storms or any other act of God or any war related events.

Bristol Computer Repair reserves the right to suspend or cancel warranties for failure to pay monies owing to Bristol Computer Repair as a result of non-warranty work being carried out on a system at the request of the warranty holder.

All work is covered by a labour only 30 day warranty. If the same problem re-occurs within 30 days of the original repair (stated on the invoice), Bristol Computer Repair will only charge for any additional parts that may be required. Excludes faults caused by software, virus and end user errors.

Any repair performed on an item under warranty whereby no fault can be found, or the fault is not covered under warranty (i.e. software, virus, end user error or other non-warranty cause herein stated) a 'No Fault Found' fee may be payable by the warranty holder of the usual hourly rate.

Bristol Computer Repair reserves the right to change these conditions at any time without notice.

DISCLAIMER

Customer shall back up all data stored in the products to be repaired and remove any removable media, such as diskettes, CDs, DVDs or PC Cards before returning or submitting the products for repair or replacement.

Bristol Computer Repair does not accept any liability for data or software which is lost, corrupted, deleted, stolen or altered during repair. The customer accepts full responsibility for Customer software and data and Bristol Computer Repair are not required to advise or remind the customer of appropriate backup and other procedures.

Bristol Computer Repair will not be liable for any damage caused to other equipment by Goods supplied. Due to the nature of some repairs, cosmetic damage to the plastic covers on a computer case can occur in the form of scratches and scuffs. Whilst we make every effort to ensure no damage is caused to a computer, we are not liable for the repair or replacement of the damaged part if it does not affect the functionality or usability of the machine (i.e. it is purely cosmetic).

Bristol Computer Repair does not accept responsibility for any damage resulting from viruses or other malicious pieces of software that may have been transmitted during servicing or escaped detection.

Bristol Computer Repair have permission from the customer to replace assemblies or components with devices of similar, or better, design and capability.

The customer understands and accepts that some applications may no longer work properly after a repair, due to the installation of different hardware or drivers. It is the customer's responsibility to reconfigure or reinstall any such applications.

Bristol Computer Repair have permission from the customer to carry out the work on the equipment in need of repair.

