

TERMS AND CONDITIONS

The terms and conditions set forth below are a legal agreement between you (the Client) and Ukteck Computer Services and Repairs and its associated companies. These terms and conditions shall apply to all goods and services supplied to the Client by Ukteck Computer Services and Repairs.

By accessing these terms and conditions, browsing this website, the Client acknowledges that they have read, understood and agree with the terms and conditions stated including exclusions and disclaimers in respect of liability and loss arising from the supply of goods and services to you the Client.

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

Commission Agreement

By commissioning Ukteck Computer Services and 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.

Terms and Terminology

In these terms and conditions, references such as "our", "we", "us" and "their" refers to Ukteck Computer Services and Repairs.

The use of headings in these terms and conditions is for convenience only and shall not affect the interpretation of the terms and conditions under the headings.

Authorisation

By commissioning Ukteck Computer Services and 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. The evaluation is free of cost to the Client and no work beyond the evaluation will be charged without explicit Client approval.

Ukteck Computer Services and 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 Ukteck Computer Services and Repairs, its employees and agents to receive and transport equipment to and from the Clients premises to the offices of Ukteck Computer Services and Repairs.

Repair Order Process

To process your equipment repair request we require the following information as a minimum:

Name, Address, Landline contact number, Mobile contact number, Email address, Computer passwords.

We may use your details for marketing purposes however, we will not pass your details to any third party.

Client Legal Rights

The Client is the legal owner of the computer equipment handed over to Ukteck Computer Services and Repairs for repairs. It is also acknowledged that all data stored on the computer equipment is the Client's property and Ukteck Computer Services and Repairs is not permitted to access this data without the explicit permission of the Client.

Payment

Payment is due in full upon completion of a successful repair, prior to the release of the equipment whether shipped to the Client's address or picked up from Ukteck Computer Services and Repairs place of business unless by special previous arrangement.

If credit terms are approved, payment in full must be made within 14 days from the date of the invoice. Beyond the 14 days, we have the right to add an additional 7.5% penalty of the total invoice for each week of non-payment.

Overdue payments may place the Client on credit hold. This means no further services, repairs or equipment will be supplied or made available to the Client until all previous payments are paid in full. Ukteck Computer Services and Repairs may at its discretion withdraw credit facilities at any time if the Client is found to be in breach of these terms and conditions.

We will accept payment by cash and all major credit and debit cards. **We unfortunately cannot accept payment by cheque.**

Refunds can be by cheque or refunded to the credit or debit card used when paying for the service or repair.

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

Computer parts, hardware, and software that need to be specially ordered must be paid for in advance.

Estimate for Repairs

Upon initial inspection of the equipment, an estimate will be provided for the necessary repairs. All quotes and any subsequent charges are subject to VAT at the current rate and in sterling.

For work estimates above £200 a deposit of 50% for goods and services will be required prior to the commencement of the works.

The acceptance of an estimate or quotation for a service or repairs and instruction to proceed by the Client either verbally by telephone or in person, or in writing (including email) shall be deemed acceptance of these terms and conditions.

Availability of Goods and Services

Goods and services are subject to availability. If for whatever reason we are unable to supply any goods or services, we will not be held liable for any compensation or damages as a result of the non-performance.

Booking a Service

You can book a service by either calling to our premises or requesting a repair service via our website.

Home or Business Call Out Requests

If you require a home or business call out this will incur additional charges which will be conveyed in the quotation for the repairs. Home or business call outs are subject to availability of suitable engineers and allocated on a first come, first serve basis.

Online requests will be confirmed by either telephone or by email.

If a home or business call out is booked and access is not gained at the agreed allotted time the Client will be subject to a charge equivalent to 1 hour our standard hourly rate.

In the event when we cannot make the appointment at the agreed time due to factors beyond our control you will be contacted in advance advising you of the situation and re-schedule an appointment as soon as reasonably possible at a mutually convenient time. If you wish, you have the right to cancel your service or repair request.

Service Request Cancellation of a Call Out

You may cancel an agreed home or business call out at any time up to 2 hours prior to the agreed appointment time.

Cancellations made in enough time will be entitled to a full refund of any funds paid in advance.

If you cancel or change an appointment within 2 hours prior to the agreed time, the Client will be subject to a charge equivalent to 1 hour our standard hourly rate.

Service or repair cancellations can be communicated by any of the following:

Email

Text message

Telephone

If no one was available when an engineer calls to the Client's premises, a note will be left confirming the call out. A new appointment can be re-scheduled however, the Client will be subject to a charge equivalent to 1 hour our standard hourly rate in addition to the costs of the service or repairs.

Delivery of Goods and Services

At the time of the order, we will endeavour to confirm a time scale for the service or repairs. There may be instances when the delivery of the service cannot be achieved due to circumstances beyond our control. All delivery times indicated should be considered approximate and we will not be held liable for compensation, damages due to a late or non-delivery.

If equipment is delivered back to the Client in a damaged or faulty state, you must inform us within 24 hours of the fault. We will arrange collection and repairs at our cost. If you fail to inform us within 24 hours, we shall have no liability for the goods damaged on delivery. This does not however affect your statutory rights.

Our Collection Policy

Any equipment left with Ukteck Computer Services and Repairs and unclaimed for 30 days, will be disposed of to recover our costs incurred while carrying out a service or repair. After this period, Ukteck Computer Services and Repairs shall have no liability to the Client or any third party.

Non-Compatibility Software

The Client understands and accepts that some software applications may no longer work correctly after a repair has taken place. This may be due to the installation of the latest hardware or software. It is therefore the Client's responsibility to reinstall or reconfigure these applications.

Backing Up Data

Ukteck Computer Services and Repairs will make every possible effort to preserve the Client's 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 THE DATA AND INFORMATION STORED ON THE COMPUTER EQUIPMENT REQUIRING REPAIRS IS APPROPRIATELY BACKED UP TO OTHER STORAGE DEVICES PRIOR TO HANDING OVER FOR REPAIRS.

Charges will be incurred if Ukteck Computer Services and Repairs must perform a lengthy backup procedure to protect the Clients own data in order to complete the repairs.

We cannot and will not be held responsible for the following during the repairs:

Loss or corruption of data, files, information or records;

Any loss of business goodwill

Any losses attributed to the interruption to business activity while equipment is out of service for repairs

Failure by the Client to follow our reasonable recommendations, instructions and advice to back up data

Any losses you may suffer arising from failure to use anti-virus software

Any loss considered to be unforeseeable

Damage resulting from viruses or other malicious software that may have been transmitted during servicing or repairs and therefore escaped detection

Ukteck Computer Services and Repairs will not be liable for any damage caused to other equipment by parts supplied following any repair.

Confidentiality of Data Stored on Computer Equipment

Ukteck Computer Services and Repairs, its Employees and Agents agrees not to disclose to a third party any information or data files stored on or recovered from the Client's equipment during the service or repair.

Limited Liability

Whilst Ukteck Computer Services and Repairs shall make every effort to preserve the integrity of equipment left for repair, the Client agrees not to hold Ukteck Computer Services and Repairs liable for any accidental damage to the said equipment including but not limited to – casing cracks, scratches, deformations, theft of the equipment etc.

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

Ukteck Computer Services and 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.

Furthermore, should Ukteck Computer Services and Repairs, its employees or agents offer any advice or recommendations to a Client as to the use of computer equipment, storage, use of software applications confirmed by whatever means is used entirely at the Clients own risk and accordingly Ukteck Computer Services and Repairs shall not be held liable for any such losses associated with such advice or recommendations.

Warranties

Ukteck Computer Services and Repairs provides a 30-day warranty on labour only repairs carried out on computer equipment requested by the Client. Ukteck Computer Repairs and Services makes no warranty for data or computer files either expressed or implied. Ukteck Computer Services and Repairs disclaims any data warranty of any kind. If the same problem re-occurs within 30 days of the original repair Ukteck Computer Services and Repairs 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 Ukteck Computer Services and Repairs are new and come with 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. **No warranty will be provided with second hand or used parts.**

Any warranty offered will become invalid if the manufacturers marked label is removed or tampered with in any way from the parts installed during a repair.

Parts are only covered under warranty that fail due to manufacturing defects for the said parts and confirmed by the component manufacturer. 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 Ukteck Computer Services and Repairs under a repair contract caused by a power surge or spikes, including but not limited to mains power and telecoms connections or other unspecified sources e.g. voltage fluctuation, amperage fluctuation, 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, or any other act of God.

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.

No Fix No Fee Policy

Ukteck Computer Services and Repairs "No Fix - No Fee" policy means that if an Engineer cannot fix the problem with the equipment or does not possess the necessary technical skills, knowledge or ability to resolve the problem or effect the repair, then in this instance there is a "No Charge" for the services provided to the Client. It is at our Engineers discretion whether a repair is possible.

It is agreed however that we must be given enough time and access to the equipment to diagnose the problems.

However, if the Engineer can resolve the problem but is prevented from doing so by the Client instructing the Engineer not to proceed with the service or repair, then in this instance, the Client will be charged £20 for administration costs.

Additionally, if the Engineer is able to resolve the problem but prevented from doing so because the Client does not possess the required accessories, the CD for third party software or software Product Key, then in this instance the Client will be charged for the time spent up until that point (a minimum of 1 hour at the standard hourly rate).

Furthermore, if the Engineer provides a clear and precise diagnosis of a failed component within the equipment, however the Client decides not to proceed with the repair or replacement of the said component, then the Client will be charged for the time spent up until that point (a minimum of 1 hour at the standard hourly rate).

This policy does not apply to work performed to recover data, solve computer viruses, malware or spyware issues or in cases in which the equipment was affected by a lightning strike.

Misquote

If we provided a quotation and subsequently discover that the quote is incorrect, we reserve the right to cancel the order and return your equipment without any repairs carried out. We will contact you at the earliest convenience to advise you of the situation and you will be given the option to proceed based on a new revised quotation or the order can be cancelled.

If you choose to cancel the order, any monies paid in advance for the repairs will be refunded in full.

This Agreement

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

Each party agrees that any disputes not resolved by the normal complaint's procedure will be submitted to the court within the jurisdiction of Great Britain.

Correctness of Information and Disclaimer

Although every effort is always made to make sure the information contained in our website and in our documentation provided is accurate, current and reliable information, it should be recognised there is a possibility of errors in the information contained within. Ukteck Computer Services and Repairs expressly denies any warranty of the accuracy and reliability of any information provided in their website or documentation. Ukteck Computer Services and Repairs shall not be held liable for any losses caused by anyone's reliance upon the accuracy and reliability of the information contained within.

We reserve the right to amend the content of our website and or our documentation at any time without prior notice.

We cannot accept any responsibility for other websites we do not control, which may be linked to or from our website.

It should be noted, that services and or products indicated in this website might be altered, modified or discontinued at any time without prior notice. It should also be noted that published fees for services, repairs and or products are subject to change without prior notice.

Ukteck Computer Services and Repairs has the right, at their discretion, to refuse the supply of goods and services.

Ukteck Computer Services and Repairs reserves the right to change their terms and conditions at any time without prior notice.

Our Website and Social media accounts

We, Ukteck Computer Services and Repairs and our suppliers own the copyright, trademarks and all other intellectual property rights in all material and content on our website and social media accounts, which you may use, download, copy, publish, transmit or otherwise make available by any other means only for your own personal, non-commercial use. Any other use or reproduction of the material or content is strictly prohibited.

You may not create any link to this website without our prior written consent, nor may you restrict or inhibit the use or enjoyment of it by anyone else.

PRIVACY POLICY

At Ukteck Computer Services and Repairs we build relationships with our client on a foundation of trust. The limited personal details that we store, and process are for our exclusive use so we can contact the client when needed. Ukteck Computer Services and Repairs is not in the business of buying or selling customer data and have never participated in any such transaction – the only information held about a client is what is disclosed to Ukteck Computer Services and Repairs.

THE DATA WE STORE

IN-STORE, BY EMAIL OR ON THE PHONE

If you arrange to purchase a computer or repair service from us, we will ask for

Your name.

Your preferred contact telephone number.

A backup telephone numbers.

Your address.

Your email addresses.

We request this information, so we can contact you about the things you've purchased and keep you up to date on the status of your repair.

It is not common practice, but we may also use this information to contact you about other products and services that may be of interest to you.

If you're purchasing a new system from Ukteck Computer Services and Repairs a record the date of sale and the device's serial number will be kept so warranty checks can be carried out.

When asked to set up personal accounts such as email for our clients. If provided with any further details in addition to those listed above, these will be stored along with a record of the completed work in case they need to be referred to later. When attempting to recover data from a failed or failing device we may store this temporarily on one of our own systems until it can safely be copied onto another device and returned to you.

WI-FI

We offer guest Wi-Fi in our workshop. We don't collect any data about how this service is used, nor do we make any guarantees about its quality or security.

ON OUR WEBSITE

When contacting us via our website, either to ask a question or pre-book a repair appointment, we will keep a record of: -

Your name.

Your email addresses.

Your contact numbers.

We ask for this information so we can follow up on your query. If you provide any other personal details as part of your message, then these are also stored.

We don't normally send marketing messages by email, but we'll always give you the opportunity to opt out of any such activity when you submit your query.

PEOPLE WE WORK WITH

To help us deliver the products and services you want, we work with a few trusted partners like Microsoft and Apple. We won't share your personal data with any of our partners unless you request one of their services from us and we'll only provide the information they absolutely need. If you'd like to read our partners' privacy policies, you'll be able to find them in their software or on their websites.

YOUR RIGHTS

You're entitled to view, amend or delete any of the personal information we hold about you. To do so please send an email to it@ukteck.co.uk so we can accommodate your request.

CHANGES

As our business develops and grows, we may engage new partners or practices that require us to review this policy. It was last updated in March 2019.