

Terms and conditions

1.1 'Item' means all computing equipment and other miscellaneous electrical equipment left with us for repair.

1.2 'our', 'us' and 'we' means Laptop And Pc Doctor

2. Your Data

While all reasonable care will be taken while your Item is in our hands, data corruption and/or data loss may occur. Customers are advised to make backup copies of all important data before work commences on their Item. SUBJECT TO US HAVING USED REASONABLE CARE WE WILL NOT BE RESPONSIBLE FOR THE CORRUPTION OR LOSS OF DATA.

3. Price and Payment

3.1 All prices are estimates, unless otherwise stated, inclusive of VAT and for labour only. Parts will be extra. We will contact you to provide you with the choice of whether or not to proceed if replacement parts require to be fitted. The price for parts will be advised to you.

3.2 All Items will be subject to a minimum diagnostic fee of £10 unless No Fix-No Fee applies (see section 4).

3.3 Repairs involving software faults require us to attempt a repair. In such circumstances a capped fee will be agreed with you. If the cap has been reached prior to the repair being successfully completed, we will contact you to obtain authorisation prior to you incurring further costs.

3.4 All sums are payable upon collection.†

4. No Fix – No Fee

4.1 Our No Fix-No Fee policy will apply only where we have been unable to obtain replacement parts for your Item. For the avoidance of doubt, the policy does not cover work related to data recovery, computer virus or spyware problems.

4.2 The minimum diagnostic fee of £10 will apply if we trace the problem to specific hardware issues, can source replacement parts and you decide not to commence with the repair.†

5. Timescales

5.1 Collection times given are estimates only. We will endeavour to have your Item ready on the date specified by us but due to the nature of the service we are providing this is not always possible.

5.2 It is your responsibility to ensure that all discs, manuals, leads and accessories booked in are present upon collection. All losses MUST be reported within 7 days and confirmed in writing.

5.3 All Items should be booked in for a minimum of 2 days to allow for proper diagnosis and testing to be carried out. Where you are unable/unwilling to book the Item in for this length of time, you do so at your own risk as we will be unable to carry out full testing on the Item.

5.4 All Items must be collected promptly; we would normally expect this to be within 7 days after completion of the work. We will store your Item for up to 30 days free of charge but after this time it is necessary for us to apply a storage charge. The charge will be £5 per day and this will be added to your final bill.

5.5 We will retain your Item for a maximum of 60 days after the 30 day free storage period. We then reserve the right to dispose of the Item to defray our fees and charges and expenses incurred (accounting to you for any excess). You authorise us to sell or dispose of your Item in such circumstances.

5.6 Prior to disposal all hard drives will be erased.

5.7 We are authorised by you to hold on to your Item until all our outstanding fees and charges are paid.

6. Liability

In order to effect some repairs it may be necessary for us to remove the outer casing of your Item. While all reasonable care will be taken while your Item is in our hands, subject to us having done so, under no circumstances will we be liable for any damage to the Item's outer casing or peripherals. We will have no liability for loss of revenue or profits or any other consequential damages.

7. Warranty

7.1 All repairs, including parts and labour, are covered by our 30 day warranty against defective materials or workmanship. Sections 2 and 6 still apply to our warranty.

7.2 Items to be repaired or replaced under our warranty should be returned to us within 30 days of the repair being effected or the part being fitted.

7.3 Prior to repair or replacement under warranty, all parts and repairs are subject to testing. The minimum £10 diagnostic fee will apply where no defects in materials or our workmanship is found. Where a defect is discovered and we fitted the part or effected the repair, we will replace the part or effect repair at no extra cost to you.

7.4 In the event of a hardware failure of a component purchased from us which is still within warranty we will repair or replace the hardware. Please be aware that in those circumstances you may lose programs you have installed and data.

7.5 Under a warranty claim where a part which cannot be sourced requires to be replaced we reserve the right to replace it with an equivalent part.

7.6 Our liability under our warranty in relation to Items shall be subject to the Items having been used and maintained wholly in accordance with the manufacturer's instructions and to their not having been repaired or altered other than by us. Missing parts, physical damage, modification, attempted dismantling and/or misuse shall void our warranty.

7.7 To be repaired or replaced under our warranty all parts must be returned to us together with all packaging and any driver/installation discs, instruction manuals, licences/serials and proof of purchase.

7.8 All software is provided "as is". We cannot be held responsible for conflicts, incompatibilities, or improper use/installation.

7.9 All parts that we supply but do not fit are supplied on the understanding that a qualified engineer will fit them. We have no responsibility for parts fitted incorrectly.

7.10 Opened media will not be accepted for return under any circumstance. This includes optical discs, paper and ink cartridges.

