

Terms & Conditions

DEFINITIONS: "You" means you, the client, the user of the A6 PC Solutions Site & services/the customer and "Your" shall be interpreted accordingly. "We/Us" means A6 PC Solutions/a6pc.co.uk/Technician and "Our/I" shall be interpreted accordingly.

Goods means an item or product provided to the customer.

Services means a service or services provided to the customer.

Product means a service or item provided to the customer.

Hardware means a physical item which includes components and parts.

Software means software or program which requires installation and license.

Contract means an agreement between the customer and the company.

Reasonable Time means within working days - the time a customer has to wait.

GENERAL: Prior to having your computer serviced by A6 PC Solutions, We highly recommend you save and back-up all of your important files before any work takes place. If you are unable to make a back-up of your files, then we can do it for you. Although we do our utmost to keep your data safe during any software or hardware repair, A6 PC Solutions and its associates are not liable for any loss of data or any damage resulting from loss of data. We are not responsible for any additional work that may occur while in possession of your computer. A6 PC Solutions takes pride in their work. We use the latest technology and diagnostic tools to ensure your computer is serviced quickly and in a timely manner. It is your responsibility to assess the impact of our services on any manufacturer's warranty and take appropriate action. We cannot be held responsible or liable to you in relation to any service regarding: any loss or corruption of data, information or records, any loss of goodwill or any loss of (or interruption to) business or contracts, any failure by you to follow our reasonable advice, recommendations or instructions, any losses you may suffer arising from your use (or failure to use) any anti-virus software/firewall, and any loss that is not reasonably foreseeable.

AUTHORIZATION: The client authorizes A6 PC Solutions to conduct an evaluation of the machine to determine the nature of the problem and provide an estimate of repair cost and timing. The evaluation is free and no work beyond this evaluation will be charged without explicit client approval. The client authorizes A6 PC Solutions and its employees and agents to receive and transport this media or equipment or data to and from and between their facilities.

LIMITED LIABILITY: A6 PC Solutions shall not be liable for any claims regarding the physical functioning of equipment or media or the condition or existence of data on storage media supplied before, during or after service. In no event will A6 PC Solutions be liable for any damage to the laptop or desktop or equipment or peripherals, loss of data, loss of revenue or profits or any special, incidental, contingent or consequential damages however caused before, during or after service even if A6 PC Solutions has been advised of the possibility of damages or loss to persons or property. A6 PC Solutions' liability of any kind with respect to the services, including any negligence on its part shall be limited to the contract price for the services. The client and A6 PC Solutions agree that the sole and exclusive remedy for unsatisfactory work or data shall be at A6 PC Solutions' option, and additional attempts by A6 PC Solutions to recover satisfactory data or refund of the amount paid by the client. The parties acknowledge that the price of A6 PC Solutions' services would be much greater if A6 PC Solutions undertook more extensive liability. The client is aware of the inherent risks of injury and property damage involved in laptop or desktop repair and networking, including without limitation, risks due to destruction or damage to the machine, property, media or data and inability to repair the machine or recover data, including those that may result from the negligence of A6 PC Solutions and assumes any and all known risks of injury and property damage that may result.

REFUNDS: You agree that the staff of A6 PC Solutions will only grant refunds in exceptional circumstances within 30 days of payment. The executives reserve the right to make a decision on what is deemed to be an exceptional circumstance with full interaction with you. By completing your order and making payment, you do so assuming that any software has been fully evaluated to meet your needs. Opened software cannot be returned for refund unless faulty or damaged. Any

service purchased that involves express involvement of staff members such as software installation, repairs, upgrade, networking, consulting, tuition, data recovery, data erasure, diagnostics, hardware installation or technical support cannot be refunded. The only exception to this is if the installation, repair or upgrade service was never carried out and that the payment was made within 30 days of a refund request.

CANCELLATION FEE'S: Orders of parts or systems or software can be cancelled with a full refund if a cancellation is made within 24 hours of placing your order and your goods have not already been delivered to us/you or purchased by us. After 24 hours if the goods have not been delivered the cancellation fee is 20% of the order value. Where you have instructed us to purchase goods or parts required for repairs or upgrades or work you require us to carry out, then once we have purchased those goods or parts from a 3rd party then no refund is possible.

WARRANTY: 30 days warranty on laptops or desktops that A6 PC Solutions has repaired physically excluding all software repair, unless otherwise stated in job sheet or invoice. A6 PC Solutions makes no warranty on data, express or implied, and A6 PC Solutions disclaims any data warranty of any kind.

DELIVERY: Please note we cannot be held responsible for delays on delivery of products imposed by the suppliers or manufacturers. If for any reason the due date cannot be met, we will always inform you by telephone or email. Delivery times are estimates only and whilst we will try to deliver when estimated, we cannot accept responsibility for late delivery. If we do deliver late you are not entitled to regard this as a breach of contract. You acknowledge that if your equipment remains undelivered after a period of 6 (six) weeks (by fault of your own) on job completion whether or not a successful repair was made, then A6 PC Solutions reserve the right to sell your equipment as recompense.

FEE POLICY: Our fee policy means that if the technician does not possess the necessary technical knowledge or ability to diagnose the problem then no charge is made to the customer. If the technician is able to diagnose the problem then the diagnostics charge is payable. If the technician is able to resolve the problem or affect the repair but is only prevented from doing so by the customer requesting the technician not to proceed with the work then the customer is charged for the technician's time spent to that point of £30 per hour. If the technician is able to resolve the problem or effect the repair but is only prevented from doing so because the customer does not possess the required software CD-Rom or Product Key, then the customer is charged for the technician's time spent to that point of £30 per hour. If the technician provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component, then the customer is charged for the technician's time spent to that point of £30 per hour. This policy does not apply to work related to services requested that include data recovery, servicing, upgrades, system tune ups, custom builds, training, data wipe, networking, laptop keyboard replacements, optimization services, new computer set ups, cable installation and laptop screen replacements.

PAYMENT AND WAYS TO PAY: Payment for parts is required upfront and the balance is required when your equipment is repaired in home, returned or collected. Payment can be made via a secure credit/debit card system provided by Paypal one of the world's largest payment providers. If paying by a method other than cash, then it is A6 PC Solutions' right to wait for the payment to clear before order of parts or delivery of your equipment is carried out.

PLEASE NOTE: There will be a £10.00 charge if you are not present at a pre-arranged appointment to either repair your equipment, collect your equipment or return your equipment. Please give us plenty of notice if you unable to meet this appointment.

DISCLAIMER: Although all attempts are made to provide accurate, current and reliable information, you should recognize the possibility that errors may exist in the information available on this web site or page or document. A6 PC Solutions expressly denies any warranty of the accuracy and or reliability, or timeliness of any information made available on this web site or page or document and shall not be held liable for any losses caused by reliance upon the accuracy and or reliability or

timeliness of the information. A person who relies upon information made available on this web site does so at the person's own risk. Before following any advice or installing any software or hardware recommended or mentioned on this site, you are strongly encouraged to do a full backup of your data and system. A6 PC Solutions shall under no circumstances be responsible for data loss or system failure. Services and products advertised on this site may be modified or discontinued without prior notice. Prices for services or products are subject to change without prior notice.

PRIVACY POLICY: A6 PC Solutions are committed to protecting your privacy and will only use the information collected about you lawfully (in the UK in accordance with the Data Protection Act 1998). You will not receive unrelated mail or e-mail from A6 PC Solutions in the future unless you have given us your consent. The personal information which we hold will be held securely in accordance with internal security policy and the law. We are committed to protecting your privacy. If you have any security or privacy questions contact us at help@a6pc.co.uk.