

Allowing us (Sunderland Computer Repairs (SCR)) to collect your device indicates that you agree to these **Terms & Conditions** in their entirety and acknowledge that your attention was drawn to them.

QUOTATIONS: Should a repair, in our opinion, not be physically or economically viable then you will be informed. All quotations are made in good faith and according to the facts known to us at the time. During the course of investigations we may find further faults- halting repairs until you reply to our further advice email(s). An example might be that a hard disk is found to be too old for re-installation of the operating system and needs to be replaced.

ADDITIONAL CHARGES: We require a non-refundable fee of £45. £25 of this will be credited towards any final invoice. This fee is payable when we collect the equipment unless otherwise agreed with us in advance. We will charge £40 if we have to crack your password(s) . If we dismantle a machine and determine it to be irreparable, we will charge £50 if you require it rebuilding. This is to compensate us for time in a task that could be used for other repairs. We store equipment for 3 months after the date we email you following completion. It will then be disposed of at our discretion. A storage charge will apply if you require it stored for longer.

FORCE MAJEURE : During repairs the dismantling/ testing can cause failure to already stressed components. Such as the failure of a chip on a motherboard because a broken hinge crushed a power cable. You agree that we are not responsible for such additional costs or damage. If we repair your machine during diagnosis, we will charge the lesser of the quoted price or 3 hrs labour (plus parts) at the prevailing rate.

DATA: Data loss during service is very rare but always a possibility. It is your responsibility to have backed up your data before handing your machine to us. SCR are not responsible for loss, recovery or compromise of data, software or programs or loss of use of your product arising out of the services that we provide. It is your responsibility to ensure that no illegal files or data exists on your machine. We may have made copies or backups of any or all of the files in your computer in accordance with the needs of the repair procedure. If we did then you need to know; All backups are stored on a hard drive which is encrypted to US Government standards. We will keep the backup for 2 weeks after you collect the repair. This is in case further work is required. We reserve the right to disclose any information that we hold as required by law– to protect our rights or when required to do so by judicial proceedings or request of a Police Officer.

OFF SITE REPAIRS: We employ several agents based in premises other than ours. These work for us to, for example, replace specialist components on logic boards or to perform laboratory recovery of data. We accept responsibility for transportation if we need to use their services and you accept that we may decide to use them at our discretion.

PARTS: We may use parts or products that are new or equivalent to new in reliability and performance. We will retain the replaced part or product that is exchanged as our property, and the replacement part will become your property. If we change a hard disk during repairs but do not charge you for a replacement (because it is more efficient for us to do so) we reserve the right to use a disk of equivalent age rather than a new disk. All disks used by us pass testing by HDDScan software. If any part fitted by us fails within 6 months we will replace it free of charge for both the part and labour.

PROTECTION OF YOUR DATA (GDPR): Because we send you reports and invoices we need your working email address. We will place our contact details into your system help files so that you can easily find us in future. We rely on you providing a working email. *We will add your email address to our database contact list. It will not be disclosed outside of our business.

We are registered with the Information Commissioner No. ZA085536

Revised Feb 2021