

# Glen'Il Fix I.T. Terms & Conditions

Your use of Glen'Il Fix I.T.'s services is governed by the following terms and conditions. Please read them carefully. They do not affect your statutory rights.

## 1. Our Agreement

1.1 By ordering services from Glen'Il Fix I.T. you are entering into contract with us. The terms below are important and set out our obligations to you and what you are agreeing to.

## 2. Before We Start

2.1 For contact purposes, you will need to provide us with at least one landline phone number, which we will be able to contact you on and a valid e-mail address. The reason for the email address is in order for us to send any confirmation or relevant details necessary.

## 3. Parts

3.1 Any parts needed by you, we aim to deliver within 14 days; however, deliveries may be subject to conditions outside of our control.

3.2 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.

3.3 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.

3.4 We have the right, at our discretion, to refuse to supply goods you order.

## 4. Warranties

4.1 All parts supplied by Glen'Il Fix I.T. are brand new, unless stated or requested by the Customer.

4.2 Brand new parts come with a 1 year manufacturer's warranty, commencing from the date the item was purchased by Glen'Il Fix I.T.

4.3 Equipment is only covered for faulty workmanship on parts, and for parts that fail due to manufacturing defects recognised by the component manufacturer.

4.4 This warranty does not cover failure of equipment due to the system not being serviced adequately, or failure from "fair wear and tear".

4.5 This warranty does not cover repairs for the replacement of parts due to incompatibility.

4.6 The warranty holder will be liable to pay for these repairs.

4.7 Damage to a system or components, supplied by Glen'Il Fix I.T., 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

4.8 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.

4.9 Glen'Il Fix I.T. reserves the right to suspend or cancel warranties for failure to pay monies owing to Glen'Il Fix I.T. as a result of non-warranty work being carried out on a system at the request of the warranty holder.

4.10 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), Glen'Il Fix I.T. will only charge for any

additional parts that may be required. Excludes faults caused by software, virus and end user errors.

4.11 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 at the usual hourly rate.

## **5. Fees And Payment**

5.1 We prefer cash payments, although we do accept cheques with your valid bank card details clearly written on the reverse. All prices and charges for services and on this site are in UK sterling. Glen'll Fix I.T. is not VAT registered. Cheques made payable to Glen O'Carroll please.

5.2 In order for Glen'll Fix I.T. to remain in business, payments must be made when the work is completed.

5.3 If an amount remains unpaid after 7 days after, an additional 5% penalty will be added for each week of non payment.

5.4 In case collection proves necessary, the Client agrees to pay all fees incurred by that process. Please pay on time.

5.5 A deposit of 50% for goods and services over the sum of £100 are required before being carried out.

## **6. Errors**

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

6.2 We try very hard to ensure that all information on this site is accurate. However, just occasionally, an error can occur. If we discover an error in the price or description of a service or product you have ordered, we may cancel your order at any time up to 6.00pm on the day before the first home visit appointment (or the Friday before for a Monday appointment). We will contact you where we become aware of an error and ask you whether you wish to continue with your order at the correct price or cancel it. If we do cancel your order you will receive a full refund of any charges paid in advance

## **7. Service Visit Requirements**

7.1 You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. We will not be responsible for any loss of data, information or records. We are not required to advise or remind customers of appropriate backup and other procedures.

7.2 If you book an In-Home service appointment we will need the following at the time of appointment:

7.2.1 An adult (over 18 yrs of age) who has a basic knowledge of the service required or any problems encountered must be present

7.2.2 Access to the area and equipment being serviced and the electricity mains, plus light and power

7.2.3 Your agreement to follow our reasonable instructions

7.2.4 In addition to the above requirements, if we will be working on your computer we will need

7.2.4.1 A person with administrator level access present or you make any reasonable passwords and usernames available (without which we will be unable to access your system)

#### 7.2.4.2 Any relevant software recovery disk(s) (or other media)

7.2.4.3 Your computer system should have Microsoft Windows XP or later operating systems, if you do not have these our engineer will still try and complete the requested service but as earlier systems are not supported by the licensee chances of a successful resolution may be limited. If your software is, or appears to be, unlicensed we reserve the right not to fix it for licensing reasons.

7.3 If you do not comply with the above requirements and we are unable to fix your computer for that reason we may retain up to 50% of the fees paid by you

### 8. Repair Service

8.1 We will endeavour to fix most problems without the need to replace parts on both laptops and PC. If however we feel that the problem is caused by a faulty part we will give a full quote and estimate with report of any parts that do need replacing. If at this time you wish us to carry out the repair we will do so.

### 9. Liability Exclusions

9.1 We do not have specific knowledge of your computer and its configuration. Whilst we will use our best efforts to minimise disruption to your system, we cannot be responsible for any unforeseen consequences of our services.

9.2 Our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty and take appropriate action.

9.3 We cannot be responsible or liable to you in relation to any service regarding

9.3.1 Any loss or corruption of data, information or records;  
any loss of goodwill, or any loss of (or interruption to) business or contracts

9.3.2 Any failure by you to follow our reasonable advice, recommendations or instructions

9.3.3 Any losses you may suffer arising from your use of (or failure to use) any anti-virus software

9.3.4 Any loss that is not reasonably foreseeable.

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

9.5 Glen'll Fix I.T. has permission from the customer to carry out the work on the equipment in need of repair

9.6 Glen'll Fix I.T. has permission from the customer to replace assemblies or components with devices of similar, or better, design and capability

9.7 Glen'll Fix I.T. will not be liable for any damage caused to other equipment by goods or services supplied

### 10. Website Creation

10.1 Website creation by Glen'll Fix I.T. is bespoke and created for the Client on an individual basis.

10.1.1 All material on the website should be original. Any material not owned by the Client, should have permission sought after and if needs be paid for by the Client. Glen'll Fix I.T. holds no responsibility for material shown on the Client's site. The Client is solely responsible for all website content.

10.1.2 Glen'll Fix I.T. does not either agree or disagree with their Clients' website content.

10.2 After initial consultation with the Client, Glen'll Fix I.T. will endeavour to create a website set by the parameters requested by the Client. After a number of (working) days (agreed by Glen'll Fix I.T. and the Client), Glen'll Fix I.T. will produce a fully functional copy (watermarked Sample) of the site.

10.3 The Client can now make/suggest changes at this point. Glen'll Fix I.T. will endeavour to make such changes as are reasonably acceptable. If unreasonable requests for changes are made by the Client, Glen'll Fix I.T. can refuse to act upon said requests or charge extra (normal hourly rate) to complete said requests.

10.3.1 Reasonable/unreasonable changes definition. Any changes will need to be agreed in full by both parties. A reasonable amount of changes will be accepted; however Glen'll Fix I.T. will not make changes ad infinitum. Glen'll Fix I.T. will make further charges for excessive changes.

10.3.2 Glen'll Fix I.T. will make any necessary changes to the website and then present (upon full payment (If paying by cheque, clearance required)) a fully functional copy (watermarks removed) of the site to the Client.

10.3.3 It is the Clients responsibility to thoroughly check the site for syntax errors.

#### 10.4 Payment

10.4.1 Before undertaking the work, Glen'll Fix I.T. requests a deposit of £50.00 to secure their services.

10.4.2 Upon completion, the Client will pay any monies due. Upon payment a receipt will be issued for the full amount.

10.4.3 There may arise a time that additional changes are required after the completion of the website. These changes will be charged at normal hourly rate.

#### 10.5 Web Hosting

10.5.1 Although web hosting can be sought for a Client, Glen'll Fix I.T. does not host Client websites. This is dealt with at present by a third party. Glen'll Fix I.T. has no responsibility for web hosting at present and as such the Client would need to contact the web hosts directly, if they had an issue regarding web hosting.

10.5.2 If the Client requests it, Glen'll Fix I.T. will set up the web hosting with the third party for a fee equivalent of one (1) normal hour. Glen'll Fix I.T. will then upload the completed site to the web host and the site will become live.

#### 10.6 Web Host Payment

10.6.1 If Glen'll Fix I.T. sets up the web host facilities with the third part for the Client, payment for this service will need to be made upfront, in full (if by cheque, the cheque will need to clear the banking process before setup commences). Prices from host to host vary, so this will be agreed beforehand by Glen'll Fix I.T. and the Client in accordance with the third party pricing plan.

#### 10.7 Timescales

10.7.1 Timescales are to be negotiated by Glen'll Fix I.T. and the Client. However, Glen'll Fix I.T. cannot be held responsible for reasonable extensions to timescales due to periods of sickness or holiday. Where possible and as long as Glen'll Fix I.T. has relevant email addresses, a blanket email to all Clients will be sent to notify of any prolonged periods of absence.

### 11. Changes to These Terms

11.1 Glen'll Fix I.T. reserves the right to change these conditions at anytime without notice

## 12. Contact Details

URL: [www.glenllfixit.co.uk](http://www.glenllfixit.co.uk)  
Email: [glen@glenllfixit.co.uk](mailto:glen@glenllfixit.co.uk)  
Telephone Number: 01827 61214

Customer Signature \_\_\_\_\_

Customer Print Name \_\_\_\_\_

Email Address \_\_\_\_\_

Date \_\_\_\_\_



**Glen'll Fix I.T.**