



Mark Byrne MD

Pure PC's
2 Boulder Drive
Newall Green
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0161 718 7695 / 07757 904 453

PC / Laptop Repair Terms & Conditions

By placing an order with Pure PCs, you confirm that you are in agreement with and bound by the terms and conditions below.

Definitions:

The Client : The company or individual requesting the services of Pure PCs.

Pure PCs: Primary designer/site owner & employees or affiliates.

General

Pure PCs will carry out work only where an agreement is provided either by email, telephone or in person. An 'order' is deemed to be a written or verbal contract between Pure PCs and the client, this includes telephone and email agreements.

Repair Services

Repair services include but are not limited to:

Software Error Recovery

Hardware Malfunction

Virus Removal

TFT Repair

Games Console Repairs

All Repairs undertaken by Pure PCs will be agreed in full prior to any work taking place. A full price for parts and labour as well as an overview of the work required will be given on initial contact.

Pure PCs cannot accept any responsibility for the loss of any data. The client may request data retention / retrieval prior to work being carried out. Data recovery services are charged at a flat rate of £25.00 GBP with data either transferred to a new hard disk or to a CD ROM / DVD ROM.



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If a client is not available at the agreed time Pure PCs will allow for 30 minutes before the appointment is terminated, this will result in a £10.00 GBP penalty charge being invoiced to the client.

Compatibility

Where the client is providing hardware or software it is their responsibility to ensure the compatibility with existing hardware and software configuration. If a job cannot be completed due to non compatible products a charge of £10.00 GBP will be applied.

Payment of Accounts

First time clients will have to make payment in full on completion of the work carried out. Once a client has made this payment they will be eligible to apply for an account with Pure PC's. Accounts are granted subject to status and must be cleared within 30 days of the invoice date. Products are not covered on account. Please request further information for credit terms with Stone Computers.

Complaints Procedure

Informal procedure

Anyone who experiences a problem with any service provided by Pure PCs should raise the matter directly, giving sufficient information and clearly outlining the grounds for complaint.

Pure PCs will approach the individual responsible about the issue in question with a view to resolving the matter to the satisfaction of the complainant.

Formal complaints procedure

The formal complaints procedure should only be used where the complainant feels that the nature of the complaint is too serious to be dealt with informally, or where a satisfactory conclusion has not been reached after following the informal procedure.

A formal complaint should be made in writing to Pure PCs, who will acknowledge receipt and ensure that the matter is looked into as soon as possible.

An initial response to any complaint can be expected within seven days of its receipt; a full and considered response to the complaint should be completed within 30 days and any subsequent remedy implemented with the minimum of delay.