



## Distance Repair Information

### **Data Loss Disclaimer**

Please be aware that with any computer repair or service there is a risk of data loss, despite the competency of the engineer.

It is your responsibility to ensure all important data is backed-up prior to our services. The only way to guard against data loss is to maintain a regular and thorough backup procedure.

### **Our Fees**

We charge an upfront payment to cover our standard diagnostic fee plus return postage, which will vary depending on the size/weight/value of the system. This will be agreed with you before payment.

We will charge a flat-rate depending on the service/repair required following the initial testing and this will be quoted to you. We will then carry out the resolution, following further agreement and payment. Our prices are not currently subject to VAT.

If replacement parts are required, these will be quoted.

All payments should be made via instant bank transfer, by card over the phone (if we offer this to you), or PayPal (if we offer this to you). A payment schedule can be agreed for business customers.

### **Counterfeit Software and Illegal Content Policy**

If we find any software such as the Windows operating system to be counterfeit, we will discontinue all work, unless the work is to supply and install a legitimate version. We will report any illicit content, such as indecent photos, to the police. All incurred charges plus return postage will remain payable if any of this is found.

### **"No Fix, No Fee" Policy**

We do not offer a "no fix no fee" option. This is due to the time and expertise involved in diagnosing computer and technical problems.

*By making a distance repair booking with us and completing initial payment, you are confirming you have read and understand this document and agree to all terms outlined below:*

### **Customer Declaration**

I understand that RTS Computers, or any representative, will not be held responsible for any loss of data, or any accidental damage caused to devices.

I agree to the labour charges and other fees, the conditions of the "no fix no fee policy" and counterfeit software / illegal content policy.

I understand that all fees are payable even if my problem is not resolved or no repair work is carried out.

I agree that the effect of this document will continue beyond the time of this service.

I understand that I am to this document before the commencement of any work.

I confirm that I am the owner of the computer system or device on which work is being carried out on, or that I am authorised to make this declaration by the owner.

I understand that RTS Computers will not be held liable for any damage incurred to my system whilst in transit, whether that is to or from our premises.

### **Accidental Damage Disclaimer**

Be aware that some repairs carry a risk of damage (e.g. replacing a cracked laptop screen) and we cannot be held liable for any damage while carrying out the work. Also, note that we won't accept any responsibility for damage whilst in transit via courier or the postal system.