



Remote Support 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 a standard labour rate per hour for the remote support service, regardless of the number of support hours required. This will be quoted to you.

This charge is for our remote support labour/time only, and doesn't include any parts or third-party assistance that may become necessary.

Remote support is payable before the session begins, via instant bank transfer or telephone card payment (if we offer this to you) or PayPal (if we offer this to you). A payment schedule can be agreed for business customers, if ongoing support hours will be required.

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. We will report any illicit content, such as indecent photos, to the police. All session charges will remain payable (i.e. no refund given) if any of this is found.

Limitations of Remote Support Sessions

Some repairs require a computer or device to be taken away from the premises for more intensive work. This will not be possible in the case of a remote session. Nor will any diagnosis which requires a physical inspection.

We reserve the right to terminate a remote session once the labour/time paid for has been used. We also reserve the right to reschedule sessions based on other work (e.g. we give a priority to urgent callout bookings).

"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 remote support 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.

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

I understand the limitations of remote support sessions.

I understand that the session fee is payable even if my problem is not resolved or no repairs are carried out.

I agree that the effect of this document will continue beyond the time of the remote support session.

I understand that I am agreeing to this document before the commencement of a remote support session.

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 cannot be held responsible for any loss of connectivity while carrying out a remote session, wherever the problem resides.