



RTS Computers

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Callout 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 initial callout fee which includes up to an hours labour. This will be quoted to you on booking, which will also include a mileage rate depending on distance from us. Following this first hour we then charge per thirty minutes thereafter at a lower rate. Our prices are not currently subject to VAT.

This labour rate does not include any parts that may be required. These are priced individually and will be quoted.

Some repairs may require the computer or device to be taken away from the premises for more intensive work. This will incur an additional charge.

Callouts to private residential addresses are payable at the end of the call. We accept cash, bank transfer (or card if we provide a mobile card terminal, which is not guaranteed). 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 callout charges plus mileage rates will remain payable if any of this is found.

Accidental Damage Disclaimer

Be aware that some repairs carry a risk of damage (eg. replacing a cracked laptop screen) and we cannot be held liable for any damage while carrying out the work.

“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 an online callout 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 the callout fee is 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 callout.

I understand that I am agreeing 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.