

## TERMS & CONDITIONS

### Price Promise

Please be assured that PC-Magic are not here to rip you off! We are a small, local business with many satisfied customers since starting up in 2010. We want to provide an honest and reliable service that you feel able to recommend to friends, family and work colleagues. So after diagnosis and estimated cost/fix time, unless the repair is £20 or less (where we'll proceed without notification), if we find it's going to be more expensive than originally thought, or extra hardware is needed, we'll let you know before proceeding. YOU remain in control of costs at all times - there are no hidden extras or nasty surprises.



### No-Fix-No-Fee

PC-Magic operates a **no-fix-no-fee** policy, except in the following circumstances:



- If we offer a solution but you choose not to proceed, a minimum diagnostic fee of £20 is payable. If you do proceed, the fee is waived.
- If, during a repair, if we find additional issues not apparent at initial diagnosis but we are still able to offer a solution, should you choose not to go ahead, standard charges to that point apply.\*
- If we are prevented from resolving a problem because you don't have the legal software disks, drivers or serial numbers, standard charges to that point apply.\*
- If we diagnose a fault with your Internet Service Provider, even when ISP denies fault, standard charges to that point apply.\*

\* Charged at Standard Rate for time/labour spent, plus any software or hardware costs, where applicable

### Discretionary Callout, Collection & Delivery Service

It's usually more convenient for both parties if repairs are carried out at our workshop, not to mention there are some problems that cannot be fixed at your premises. We are therefore pleased to offer a discretionary free collection-and-delivery service where possible, up to approximately a 30-mile radius (after which a nominal fee of 45p per mile is charged). Or you may prefer to drop off and collect yourself - either is acceptable.



### 30-Day Guarantee for Hardware Repairs

All hardware repairs are guaranteed for 30 days so if the repair fails during this time, it is fixed for free!

### Failure to Collect or Accept Delivery of Property



We have had occasions where customers have failed to collect (or take delivery of) their items and don't respond to repeated contact attempts. As we are unable to store items indefinitely, in such cases the following will apply:

- After 1 month of notice of repair completion, a charge of £15 per week is applied.
- After 3 months, item(s) will be sold/recycled to recover costs for storage, labour and parts.

### Laptop Repairs

#### A Note About Laptop Repairs

We understand that everyone is on a tight budget - we're all looking for a cheap but reliable fix. Our ethos is to help you, not rip you off. Bearing this in mind, there are two approaches we could offer:



1. Continue to offer a service priced for each individual job thus keeping the cost - to you, the customer - as low as reasonably possible whilst still offering a great service. We have found that the average laptop repair price is around £50 - but sometimes it can be more....and let us tell you why.

Laptops aren't designed to be dismantled and reassembled. They're compact, vulnerable to static electricity and made from cheap plastic. They contain tiny connectors, screws, solder points and cables which are not only tiny and fiddly, they become brittle over time due to the heat the laptop itself generates - and the older the laptop, the weaker the parts. As the laptop's history and physical condition are outside our control, even with our best care and attention, components do sometimes snap or break. In such (rare) instances, you would be liable for the cost of replacement parts.

It is worth noting here that if you went to the manufacturer, an immediate 'diagnosis fee' is payable, even before the laptop is examined (usually of around £80), *in addition* to the cost of subsequent repairs, labour and parts. Their reason the initial fee is so astronomical? To cover and absorb the cost of this exact problem.

So *our* offer is to start with FREE callout and diagnosis, and provide a 'best effort' of how much it's going to cost. You then have the option of whether or not to proceed, subject to our *No-Fix-No-Fee* policy.

2. The alternative is to charge 'one-fee-for-all' regardless of the fault - and until recently a well-known high-street store operated this way, quoting a fixed fee of over £200 per laptop repair! If we worked like that, we would make a lot of money on most jobs, and a little on some. But we don't want to go down this road, we understand that replacing a faulty key is not worth £200. With an average laptop repair of roughly £50, does it seem fair?

This all sounds rather scary and official doesn't it? **DON'T WORRY** - these issues don't occur often and we always do our very best - we just need to make you aware. It's also worth noting that obviously we don't expect you to pay for damage due to our own negligence. We hope you recognise this is a sensible and honest approach to offering you the best service at the best price possible.

### Laptop Power Jack Repairs



A broken or loose power jack (where the AC power adapter plugs in) is a common fault, and a complex repair. Not only are there the usual risks regarding disassembly, but the main internal motherboard has to be completely removed from the laptop casing and stripped of its constituent parts (CPU, memory, adapters, cables etc). Then the jack has to be very carefully removed, the area gently cleaned, and a new jack soldered on.

The main risk is that the motherboard could overheat and blow the circuitry rendering it useless - in which case a replacement would be needed (usually around £80-150). We **cannot** be held responsible - but we obviously don't charge for a failed jack repair. The good news is that it hasn't happened to us yet!

### Data Backups

"Data" means stuff you've saved on your PC -> emails, photos, videos, music, downloads, work documents, college assignments, or indeed anything you've chosen to save. Computers go wrong all the time for lots of reasons (that's why there are repair businesses like us!) such as hardware faults, accidental damage, age, water spillage, software malfunction, viruses, human error, even static electricity...and if you only have one version of your data you're at risk of losing it all. What would you do then?



**It is YOUR RESPONSIBILITY to ensure that you have at least one other copy of your data (aka "backup") prior to handing the PC over to us for repair. A USB flash drive, external hard drive or DVD/CD is ideal.**

We do operate a 'best effort' policy regarding data but we can't be held responsible for loss/corruption **UNLESS** you have specifically requested and paid for a backup and/or asked for a regular backup routine.

### Software Licenses



You must own licenses for your software (unless 'freeware'). The Windows license is normally a bunch of alphanumeric characters (a "key") printed on a label on the PC. Should the PC need to be reinstalled, this key is needed along with the correct discs. These are rarely included with PCs these days - you actually have to create them yourself using software included on the PC (you may have noticed annoying prompts every time you login). You usually need 2-3 blank DVDs.

If you haven't created or have misplaced the discs, and are unable to boot up, you'll probably have to purchase a replacement set, as some manufacturers configure their hardware in such a way that using generic discs, even with the (legal) Windows key, is not enough. This means Windows can't activate and will stop working in 30 days. The manufacturer will charge around £35 for these discs. Applies to Windows Vista onwards.



Please refer to the *Federation Against Software Theft* website at [www.fast.org.uk](http://www.fast.org.uk) for details.

### Payment

Unless the repair is a 'fixed service', labour time is rounded to the nearest 15 minutes. Payment is required upon collection/delivery. Cash, personal cheque or Paypal\* are accepted (for debit/credit cards, with a 3% fee).