

Ad-Hoc Services...

£Std hourly rate

Anything & everything not already covered! Charged at our Standard Hourly Rate. Below are some examples of the services we can provide:

- Independent technical advice (eg buying a new desktop/laptop PC)
- Security check & optimisation of existing wireless network
- Lost/corrupt data recovery solutions
- Secure deletion of data
- Software & hardware conflict resolution
- Windows OS installation, upgrade or repair
- Software installation & configuration
- Peripheral & gadget connectivity (printer, camera, phone, iPod etc)
- Virus/malware removal & prevention
- Help with downloading photos from your digital camera
- Webcam/network camera connectivity and setup
- Firewall configuration and port forwarding, online gaming setup
- Media centre configuration (via Xbox, PS3 or PC)
- And many more services besides!

Training...

£Std hourly rate

We also offer one-to-one training sessions, which can be customised to your requirements. Please contact us for details:

- Introduction to computing using Windows
- Microsoft Office basics (Word and Excel)
- Basic Internet guidance
- Using your Apple iPod/iPad/iPhone with iTunes
- Connecting gadgets & peripherals (phones, cameras etc)
- Basic Internet guidance, safety & good practices



Hire a Techie...



If you have lots of computer issues or questions, you may prefer to hire a Technical Specialist for a set period of time. In these cases, we don't follow a specific plan—YOU are in charge of the time available so YOU get to choose what you want us to cover. Works out cheaper than our standard hourly rate!

- Full Morning or Afternoon (3.5 hrs)..... £75 (saving £17.50)
- Full Day (7hrs) £150 (saving £25)

Standard Hourly Rate...

Where appropriate & as marked, our Standard Hourly Rate is:

£25 per hour*

This is rounded to the nearest 15 minute interval (so 40 mins is charged at 45 mins, ie £19.50). Fully itemised invoices & receipts are provided.

The following payment methods are accepted:

- Cash (preferred)
 - Personal cheque (with valid cheque guarantee card)
 - Debit/credit cards via  online payment service
- *(refundable callout fee applies)



Our Price Promise...

We're not here to rip you off—we want to provide an honest & reliable service that you can hopefully recommend to your friends, family & work colleagues. So after diagnosis, quotation & estimated fix time, should we find your problem needs more time or replacement parts, we won't continue without your say—YOU remain in control of costs at all times—there are no hidden extras.

All repairs are covered by our PC-Magic 30-day guarantee

Terms & Conditions...

Sorry to get all legal on you, but one of our most important conditions is that you must own a valid license for software you wish to be installed or configured by us, including your copy of Windows. Please refer to the Federation Against Software Theft website at www.fast.org.uk.



For our full *Terms & Conditions*, please contact us or refer to our website.

No job too small or question too silly!



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Fixing your home or office computing & technology problems without you even leaving the house!



01229 476909
07792 945738
www.pc-magic.co.uk

Opening Hours:

Monday to Friday: 10.00am to 5.00pm
Weekends: On request

The website, email, Facebook, Twitter and our answer phone service are always open for enquiries!

About Us, in Brief...



The techies here at PC-Magic have been working with computers & technology for over 20 years, so have loads of know-how with most things 'tech', like laptop & desktop PC's, tablets & touchscreens, Internet connectivity & broadband, wired/wireless networking, as well as a huge variety of other gadgets & peripherals ranging from digital cameras, printers, webcams, phones, iPods/MP3 players to game consoles, Smart TV's, and much more...



We offer jargon-free, easy-to-follow friendly help & advice to home users & small local businesses of ALL ages & abilities. We're based on Walney, and offer a mobile service* which means we can visit YOU at a time to suit YOU (up to around a 30-mile-ish radius). Our free (discretionary) collection-and-delivery service further minimises inconvenience to you whilst we fix your problems away at our offices, where appropriate. So why bother calling anyone else?



* Callout/diagnosis is offered free but should our technical consultant offer a solution and you choose not to proceed, you will be charged a nominal fee of £20 to cover costs.

Fixed Services...

The following are provided at a fixed price regardless of how long it takes us to resolve. Technical consultation included.

New PC Setup... £30
Bought a new desktop/laptop PC? We can save you the hassle of configuring & setting it up in-situ. Includes all Windows updates, virus checker, firewall, our essential software pack (plus any you own), email, hook-up to printer, & connection to existing wireless network. Transfer of old data is £extra (see *Data Transfer or Backup*).



Data Transfer or Backup... £20 + £backup drive
Do you know computer hard drives can fail at any time as they're full of moving parts and spinning disks. If you haven't got at least one recent backup of your data—eg photos, letters, music, movies, emails, college work or whatever— you're at risk from losing everything. Includes initial backup and ongoing configuration.



We can also transfer your data from your old PC to your new one.

PC MOT & Tune Up...

£40



One of our most popular services! If your PC feels sluggish, infected with viruses or generally full of junk, try our extensive MOT service—it can really make a HUGE difference to your PC's performance. Includes deletion of redundant files, removal of unwanted software, virus scan, full Windows updates, registry clean, physical disk scan, disk defragmentation & overall system optimisation.

Windows Reinstallation...

£50

Unfortunately, with much use—especially on the Internet—PC's can become very fragmented & slow, with so much unwanted or dodgy stuff cluttering up your system that sometimes even our MOT service may not be able to help...however, re-installing from scratch will! Includes backup/restore of your data, Windows reinstallation with updates, our essential software pack (plus any you own), printer driver install & connection to existing wireless network (new wireless network £extra).



New Wireless Network...

£35 + hardware

Want several members of your household to access the Internet at the same time without messy wiring? Want to work from the garden? No problem!* We can setup a wireless router & connect up to 3 devices (eg PC, games console or mobile phone). Hardware (network adapters, router, cables etc) can be provided for £extra. (*broadband MUST already be installed & working at your premises).



PC Hardware Repair...

£parts + £Std hourly rate

There may be times when your PC won't boot, or the screen won't come on, or it's making a weird noise, or other hardware issue not easily resolved. We'll diagnose the problem and provide quotation, then order & fit replacement parts, if required (note: laptop power jack problems are a £fixed price—see below).



Laptop Power Jack Repair...

£50

Will your laptop not power on? Does it randomly shut itself down or maybe it doesn't charge the battery anymore? It's likely the power jack connection (where the AC charger plugs in) on the main board is faulty—a really common problem with laptops. We can fix this in most cases.



PC Upgrade...

£parts + £Std hourly rate

Breathe new life into your existing PC by adding more RAM memory, bigger hard disk (for storing more data), faster graphics card (great for gaming or lots of photo/video editing), Bluetooth (maybe you want to connect your mobile phone without cables), or other hardware upgrade.



Internet 'Basics', Security & Setup...

£Std hourly rate

New to the Internet and feeling anxious & unsure where to start? Let us take your headaches away and set you up with all you need to get going safely and securely. We will install updated virus protection and a firewall to minimise security issues, then setup and demonstrate whatever you need—eg email, eBay, Facebook, Twitter, Skype, online banking, shopping and downloading.



Remote Assistance...

£5 for first 30mins then £std rate

Do you need help *right now*? We may be able to resolve your technical troubles by remote controlling your PC via the Internet (please be aware that there are times when this isn't technically possible—such as hardware faults, PCs that won't boot, virus infections, broken Broadband or even wrongly configured software— so a personal visit may still be required). (NB. Requires *Paypal*/account for payment).



Media Services...

Video to DVD Conversion...

Got memorable occasions like family holidays, birthdays or kids' early years stored on video and not able to watch them because you no longer have the hardware? Then get them converted to DVD! We can convert from Hi8, C-VHS (mini-VHS), full VHS, mini-DV*:



NB: We can also convert from digital formats like MPG or AVI to DVD*.

- Single DVD (no cover artwork) £7.50/tape
- Additional Copies..... £2.50 each
- MPG/AVI..... £5 each

Photo, Slide & Negative Scanning...

£1 for 1, then 20p each



Does the thought of losing your old family photos fill you with horror? Fear not! Have your photos, slides or negatives scanned & provided on CD. Your memories, safe, forever.*

Vinyl or Audio Tape Conversion...

Do you own a special vinyl or audio tape collection that's difficult to replace on CD? Got precious memories stored in audio format? Then get them converted!*



- 80min audio tape (both sides) £3
- 7" single/12" single/LP album (both sides) £1.50/£2/£3
- Additional copies..... £1.50

*bulk discounts available