

# Terms & Conditions

## If you think you have a problem

Call the Technical Support Help line on: 0845 4900060 either quoting your customer reference number or machine serial number. Lines are open Monday to Friday 9am to 5.30pm and most problems can be resolved during one simple technical consultation. Should our technical team diagnose a hardware problem, we will then arrange to repair your machine as quickly as possible.

## What's actually covered

### Home Users

Technical support and electrical and mechanical component failure to your base unit and replacement of any peripherals (keyboard, monitor, mouse, speakers, scanner and printer) purchased as part of the original package.

Cover & Support shall be for a period of one month from the successful collection of your monthly direct debit payment.

### Business users

Technical support and electrical and mechanical component failure to your base unit and or replacement of any peripherals (keyboard, monitor, mouse, speakers, scanner and printer) purchased as part of the original package if included in your particular plan.

Cover & Support shall be for a period of one month from the successful collection of your monthly direct debit payment.

## Specifically what's not covered!

- Laptops, Notebooks, PDA & Server computers.
- Faults incurred prior to the plan commencement date.
- Software or software related failure.
- Failure caused by virus.
- Failure caused by power surges or electrical storms.
- Failure caused by the introduction of additional components, sub-units or peripherals not originally supplied with the equipment.
- Components covered by original manufacturer's warranty.
- Furniture supplied as part of or in addition to the computer package and ancillary items.
- Cosmetic faults.
- Damage through misuse or negligence.
- Damage to the LCD screen or loss of up to 7 screen pixels.
- General wear and tear.
- Routine maintenance.
- Any and all consequential loss due to failure.
- Loss of data.
- Operator error.
- Digital Cameras
- Batteries, ink cartridges and other consumable items.
- Computers temporarily removed from the mainland UK, Northern Ireland and Isle of Wight

## General Conditions

- You must report all suspected faults to us and partake in a telephone consultation prior to any hardware repairs or replacements being authorised.
- To validate your cover you may be required to first download and install a small validation file to your desktop.
- All equipment covered under the Easy PC Support Ltd plans must be in full working order at inception of the cover.
- If any claim made under the support plan is found to be fraudulent in any respect, or if any fraudulent means or device is used by you to obtain any benefit, all benefit under the support plan shall be forfeited immediately.
- You may be required to provide proof of purchase of any equipment covered by your plan.
- This cover is only available for IBM compatible machines with Windows operating systems.
- All repairs must be undertaken by our authorised repairer to avoid invalidating your plan.
- You will be charged for all call out and/or repair charges if the reported fault is not covered by the support plan as outlined.
- Maximum peripheral replacement cover (if applicable) shall be to a value not exceeding £150.00.
- The benefits of the support plan only apply within mainland UK, Northern Ireland and Isle of Wight
- Following any repair under the support plan, you are responsible for reloading all software, above the operating system.
- Any components replaced or exchanged under this support plan are on a 'like for like' basis meaning of equivalent or greater specification.
- You must pay the specified amount on the due date in order to continue to enjoy the benefits of the support plan.
- Your support plan will commence from the date of the first direct debit collection and will continue either for the duration specified under the terms given for the said plan or until you cease to continue to pay.
- Easy PC Support Ltd reserves the right not to accept an application entirely at its discretion or any renewal of cover, at any time for any reason.
- Failure to collect your direct debit payment on the due date will result in immediate cancellation of your support plan.
- You may be liable for the cost of any repairs to your machine if the validation file has not been installed on or before the start date of your support plan.
- Easy PC Support Ltd cannot be held responsible for data loss caused by either component failure or following use of any system manufacturers restore pack.
- In the event that your machine is considered to be beyond economical repair, we reserve the right to replace any or all parts thereof with equivalent or similar specification.
- The details you provide will be held by Easy PC Support Ltd and may be used to keep you up to date with our products and services and those of other organisations we consider may be of interest to you. If you prefer not to receive this information, please inform us at the address shown overleaf.
- Special offers and discounts are subject to separate terms & conditions – details available on request!

## PC Desktop & Tower - Onsite Support Plans

Wherever possible all repairs will be completed at your home or business premises within an AM or PM appointment slot pre agreed with you.

In some cases it may be necessary to uplift and take your machine to one of our regional workshops for specialist repair or investigation.

Response times stipulated for your plan will be calculated in working hours.

Should there be any unforeseen delays to your scheduled repair, we shall contact you to keep you informed of this.

Repairs to the computer will sometimes involve resetting the computer back to its factory settings, therefore removing any data and programmes put on by you.