

The Computer Wiz, cpwiz.co.uk terms and conditions of service

Terms last updated: Sunday, 30 January 2011

By hiring the services of The Computer Wiz, cpwiz.co.uk you are agreeing to comply with and be bound by the following terms and conditions of service:

1. **Estimated Completion Time:** The Computer Wiz will provide an estimated completion time for your service. In the event that a service will exceed the estimated time by more than one half-hour, your approval will be requested.
2. **Hardware Replacement:** Any old parts/hardware will be returned to you when your service is completed unless otherwise specified.
3. **Impact of Upgrades:** Please be advised that it is your responsibility to understand the impact of upgrades to the operating system, applications and utility software. Such upgrades can lead to incompatibilities and possibly, the loss of data. You are responsible for contacting the manufacturer of your software regarding compatibility issues before you request any upgrades. The Computer Wiz will notify you of any known incompatibilities at the time of service, but some may become apparent at a later date.
4. **Liability:** Be aware that certain repairs, including but not limited to virus and spyware removal, may damage software and/or data installed on your computer. This is to be expected and may require the re-installation of your operating system, programs, and data. The Computer Wiz will not be held liable.
5. **Loss of Data:** The Computer Wiz is not responsible for the loss of any data which may occur while performing work on your computer. You may request that The Computer Wiz back up your data for you at an additional cost; however, we do not guarantee the success of any backup.
6. **Ownership:** The Computer Wiz may request proof of ownership for any items presented for service (original software CDs, appropriate keys and/or serial numbers, etc).
7. **Payment:** Payment is due at the time of service or upon receipt of an invoice unless otherwise stated. Invoices are issued via email, it is the clients responsibility to notify non-receipt of invoice, monies are still due at time of invoicing irrespective of delivery issues. Payment of remote sessions for non-account customers is via PayPal, help@cpwiz.co.uk. Remote sessions are pre-paid on the cpwiz.co.uk website prior to each hourly session. Credit cards are accepted via PayPal, live onsite invoices can be issued through PayPal upon request. Where any discount is offered not excluding special first hour rate discount is offered at the discretion of The Computer Wiz. First hour discounts may only be applied to "onsite price bands", this excludes remote sessions and travelling time.
8. **No Fix, No Fee:** If we state verbally that your computer or other equipment either cannot be repaired or is deemed by us to be beyond economical repair then you will not be charged for the time invested in that isolated task(s) if other tasks have been completed successfully, time for tasks successfully completed shall be chargeable. if no task whatsoever has been successfully completed then no fee shall be payable for that visit. Final decision for "No Fix, No Fee" entitlement is solely at the discretion of The Computer Wiz. Furthermore if it is deemed by The Computer Wiz that no fee is payable then no travelling time shall be payable.
9. **Call Out Charges:** We DO NOT charge a call out fee.
10. **Travelling Time:** If your place of business, home or other establishment (site) which we are called to by you (the client) is outside of our local area by 12 miles or more then travelling time at your agreed rate band shall be chargeable per half hour of the journey towards site, this is based on travel from our base in King's Lynn (PE30 4RE, base location). If we are within 12 miles of your site at the time off call out (irrespective of our

base location) then no travelling fee shall be payable. First hour discounts cannot be applied to travelling time, only onsite time as aforementioned.

11. **Privacy:** Our technicians will not browse through your hard drive looking at your data; however, they may inadvertently see data during the course of their work. Please remove any personal or private files you do not want others to see.
12. **Right to Refuse:** In its sole discretion, The Computer Wiz reserves the right to refuse work that is beyond the scope of its ability or for other good cause.
13. **Abandonment:** If any item is left in the possession of The Computer Wiz for more than 90 days after completion of service, it will become the sole property of The Computer Wiz. Outstanding charges will still be considered payable per invoice.
14. **Scope of Work:** The Computer Wiz will only perform the work agreed upon when service is arranged. You must authorise, verbally, any additional work which may become chargeable as required.
15. **Remote Work:** Remote work can be carried out by means of remote sessions which are bound by the same terms of sale as face-to-face or onsite works. It is understood the client must meet minimum system and service requirements. Failure to afford an effective "remote repair" may require a full onsite visit, both the remote session and any subsequent onsite visits will be chargeable at current advertised rates, waiver of remote session charges are solely at the discretion of The Computer Wiz.
16. **Remote Software:** Mikogo our remote desktop client has the following system requirements, for PCs with a Windows operating system, Mikogo runs on WinNT 3.x, WinNT 4.x, Windows2000, WinXP, Windows2003, Windows Vista, and Windows 7. For optimal performance the minimum system requirements are Pentium 500 MHz CPU and 128MB RAM. The Mikogo Mac Beta version is available for Intel Mac computers (no PowerPC support) and requires Mac OS X 10.3.0 or higher.