



Terms and Conditions – 1st April 2011

Repair and Service Work Charges

- All repair work is charged at £48.50 per hour.
- We offer a call out service at no extra charge for Dartmouth and Stoke Fleming.
- Strete, Blackawton, Dittisham and Kingswear are charged at £53.00 for the first hour and £48.50 thereafter.
- Minimum charge for any service work is £48.50 (onsite) or Dartmouth / Stoke Fleming (or £53.00 for Strete, Blackawton, Dittisham and Kingswear) and covers the first hours work.
- All time after the first hour is charged in 30 minute segments. (£24.25 per half hour).
- We will provide an estimate of the time the work will take within the first hour and never commit you to work over the first hour unless we have your permission to proceed.
- We offer a free collection and return service within the Dartmouth area only.
- We do not operate a no fix, no fee service.

Data Backup and Software

- Customers are responsible for backing up their data. Dartmouth Computing is not liable for any data loss.
- Dartmouth Computing is not responsible for corrupted data on a customers system. Should Windows be reinstalled, the customer must be aware that corruptions that existed before the reinstallation will potentially be reinstalled on the computer.
- Please note that where a system is to be reinstalled with Windows, customers must have program disks to reinstall applications software such as MS Office.
- We are not responsible for the quality of your software or conflicts that your software programs may cause.
- We will install your software but it is at the owner's risk.
- We will not install unlicensed, copied or illegal software.
- If you request a data backup, then we will copy items in My Documents / My Pictures only. All other backup requests must be agreed in advance.
- If Windows is reinstalled, the customer will have to reinstall printers, scanners, camera's and other peripherals and will need to have the software or manufacturers disks to do this. Dartmouth Computing will reinstall peripherals if requested at the normal hourly rate.

Laptops and Systems

- All laptop computers sold by Dartmouth Computing are warranted by the manufacturer and **not** Dartmouth Computing.
- Most laptops have a one year manufacturers warranty as standard. We will happily register your computer with the manufacturer when it is set up. Most warranties are "return to base" which means should any hardware fail; you need to send it to the manufacturer. They will then return it when fixed.
- Extended warranties are usually available and warranties may vary. Please ask for specific product information.
- Laptop warranties cover hardware only. No computer system will be warranted for software problems or accidental damage.
- Dartmouth Computing will be happy to offer advice and service in relation to software problems (Windows, Browsers, Anti Virus Software, MS Office, email etc) but this will be chargeable at £48.50 per hour.



- We will set up Outlook/Outlook Express and webmail accounts if **you supply** your details - username/password/POP/SMTP settings. If you don't know, please call your email service provider to get the details or talk to us for other options.
- Please note that some free Microsoft accounts will not now work with Outlook, Windows Mail, Windows Live Mail and Outlook Express. Dartmouth Computing is not responsible for this.
- Second user systems are sold with a limited 30 day hardware warranty.
- Second user systems are not sold with any software and it is the responsibility of the customer to install printers, scanners, office software and broadband.

Wireless Networks and Broadband

- We offer a wireless configuration service. Typically, it takes 1 hour to configure a network depending on the service provider
- Customers must have their ISP details (username/password/wireless settings etc) before a wireless network can be configured and the line must be live.
- We will configure broadband and broadband modems. This is charged at an hourly rate and has to be done on site.

Other Products / Training

- Printers, routers and other products sold by Dartmouth Computing are covered by a manufacturers warranty and not by Dartmouth Computing. Please register your product as soon as you can to ensure full cover.
- Training courses are sold as a four week course. Refunds are not given for weeks not attended.

Payment Terms and Times

- All hardware must be paid for in full at the time of order. We accept cash, cheques and bank transfer.
- Service work must be paid for in full on completion.
- We offer no credit facilities
- All cheques must have a valid guarantee card for an amount to cover the charge
- We do not accept credit cards.
- You will be given an estimate of the delivery time when you place your order.
- Items requested can be posted. Posting and packaging costs will be given at the time of order.
- Please make cheques payable to Dartmouth Computing Services.