



## Terms and Conditions

### Mission Statement:

We strive to ensure that clients are well informed and extremely happy that we have exceeded their expectations, when using our services. Please take time to browse our basic terms and conditions, which do not affect your statutory rights. Any answers you are looking to find that are not mentioned here, can be discussed with us prior to any work being carried out. Any mention of “us”, “we”, or “The Company”, refers to 4 Tek IT Solutions and “The Client”, or “you” refers to the existing, or potential customers of 4 Tek IT Solutions.

### Fees & Services

Our rates and products are charged and quoted including the current rate of VAT which will be subject to change in accordance with Governmental changes and any legalities therein. Extra charges may be necessary for installation, etc, but will be quoted for at the point of enquiry and mutually agreed upon before any work is administered.

### No Fix, No Fee

It is absolutely vital that we stress the basic terms and conditions of our offer of a no fix, no fee, stated in our adverts and web site. We ask the client to understand that **only in the event we cannot diagnose a technical fault**, will we offer a no fix, no fee service. We re-iterate; **we do not offer a service to call out to your address and diagnose a fault for free** unless it is part of the work being carried out at that time. All diagnostics incur a minimum one hours charge if the client decides not to go ahead with the work, depending on the rate applicable at that time, which maybe subject to change without prior notification.

### Free Call Out

To remain extremely competitive, we offer a free call out to customers within a 25 mile radius of our head office. However, the hourly rate will differ, depending on the distance we need to travel. We offer our basic tariff for appointments within a 10 mile radius, and different tariffs for clients between 10-25 miles away and again for 25 miles plus. We reserve the right to alter these rates according to the time of day, or distance without prior notification, but not prior to your confirmed appointment.

### Payment of goods and services

We offer flexible payment methods, including any debit, or credit card, or cash payments. **We regret that we no longer accept payment by cheque's**, following the protocol of all major retailers recently and the associated costs imposed by our banking system. We also stress that **payment is due on completion of the tasks, or work carried out**. **We do not offer extended terms of payment, or credit, on any basis** to ANY consumer, or business clients. This is absolutely non-negotiable and should not be automatically presumed, specifically by business clients. In certain situations, we may even ask for payment in advance. Any questions you may have regarding our terms of payment, can be discussed with us prior to an appointment being scheduled.

### Appointments & Cancellations

We are happy to book appointments, even on the same day if possible. We can specify times in certain situations, but usually offer a 2-4 hour window where we may arrive at any time between the times specified. We ask the client to give us a courtesy call if they are not able to attend between these times. We accept that emergencies do occur, or that you may have a change of mind, therefore all we ask is for you to notify us in reasonable time, prior to an appointment. Our engineers have to travel a wide area regionally and it is extremely costly to arrive to find no-one at home. Unless we are contacted by the client at some point before, usually 12 hours, we will refuse services to the address in future. Calling us is FREE on 08001300 209, so it is just courtesy after all! We also ask for all contact details so as to avoid prank appointments.

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### **Software Sales**

Due to strict counterfeiting laws and in accordance with all retailers protocol, software sold to the client is not refundable under any circumstances, once it has been opened, and/or installed. We also state that we do not accept any responsibility for errors, or corruption to a clients machine originating from a client who has taken it upon themselves to download/install software, or programs, from our web site, or any other subsequent supplier without proper prior research.

### **Guarantee, or Warranties of PC's/Laptops/Installation of operating systems.**

After you have purchased a machine, or had a machine repaired by us, we stress that we only guarantee the Hardware [parts] we have supplied for a 12 month period from the date of purchase against genuine failure. We cannot offer continuing warranty, or free assistance for damage to these parts, or corruptions to the operating system, or software due to user error, viral infection, or incompatible products. We operate a fair trading policy and best practises, adhering to the current UK trading standards and English law. Your statutory rights are not affected.

### **Repaired Equipment Policy**

We are able to generally turn around most repairs "On-Site", but there may be situations where your equipment may need to go to our repairs centre. The turnaround is typically 24-48 hours, where we will call you to make a suitable appointment to return and set up your equipment. We will also call you if we find something else wrong with your equipment to discuss how to mutually resolve the issue. In extended durations of time where the customer is not able to be contacted and chooses not to respond to frequent attempts to contact them, we will issue a legal notice to them which will legally allow us to sell the equipment to return our costs we have been exposed to for repairing it.

### **Data Recovery/Back Up**

We accept that we are privileged to sensitive data as an occupational hazard and as part of our daily routines in dealing with customers equipment. We respect the wishes of the client and also to inform them that all data is purged [deleted] from our systems immediately unless it is requested, by the client, that we should store the data for longer, on our secure servers. Only for a further 28 days will we continue to retain any data, whereby we will automatically delete this data permanently. It is also a standard part of our service to include an attempt to recover, or back up any data, although it is **NOT guaranteed under any circumstances**. This attempt should be seen as a conditional effort for damage limitation in the event of a system crash. It is sometimes beyond our capabilities to recover data if there proves to be an unforeseen fault with your equipment, or a mechanical fault with your storage device. **We accept no responsibility at all for any data lost, or not recovered in the event of a system crash, or repair/maintenance**. It is also vital that the client clarifies the exact data required, if requested specifically. Highly complex data services are available through our sub contractors at extremely high costs in the dire need to recover data. Ultimately, it is the customers responsibility to ensure they back up their data and not their express right to hold a company accountable for something which may be beyond the company's control.

### **Wireless Networks, Devices and Routers**

We ensure that we fit all wireless equipment in accordance with EU legislation, adhering to strict laws involving wireless equipment operation. It is necessary for clients to avoid switching off the power supply to wireless devices in the interests of saving power. These devices are designed to operate 24 hours a day and can be caused to malfunction and affect your Broadband speed and connection if switched off. We reserve the right to charge for re-setting a wireless device. In the first instance of any suspected malfunction, you should consult your Internet Service Provider and go through the various steps of reconciling any issues. The equipment does not lose its settings unless altered, or tampered with by the user. EVER. Your security is configured as standard, and will not permit any unauthorised access to your wireless network. All passwords and settings will be left with you, the client. Any questions you have about this not mentioned, can be answered prior to an appointment being made.

### **PC and Broadband Rental/Loan**

As a special feature of our services and customer satisfaction we will provide a conditional loan of PC's, or computer equipment if needed. The conditions of this agreement depends on the situation of the loan/rental. We reserve the right to charge a discretionary amount as a security deposit, which in the event of damage, or abuse, will not be refundable to the client. You will be expected to sign our disclaimer and pay a security deposit prior to installation, or work being carried out. Any questions you have about this, can be answered prior to an appointment.

### **Your Statutory Rights are not affected.**