



Terms and Conditions of Service

The following are terms of a legal agreement between You (the customer) and Computer Place London and its associated companies. By filling out our job order request form, asking us to diagnose, repair and or access your computer data or equipment, you acknowledge that you have read, understood, and agree to be bound by the terms below and to comply with all applicable laws and regulations. If you do not agree with these terms, do not use our service.

Computer Repair and Maintenance Services

The client authorizes Computer Place London to conduct an evaluation of the machine sent to determine the nature of the damage and provide an estimate of repair cost and timing. Computer Place London may pass your computer to a third party to be repaired without your prior agreement. This does not affect any warranty we offer to you.

The client authorizes Computer Place, its employees, and agents, to receive and transport this media, equipment and or, data to, from and between their facilities.

The client is the legal owner or authorized representative of the legal owner of the property and all data and components contained therein sent to Computer Place. Any property left with Computer Place London unclaimed for 14 days, will be disposed. At which time, Computer Place London shall have no liability to the client or any third party.

Computer Place London will not be held liable for any loss of data. We advise all our customers to back up any important data on a regular basis.

In no event will Computer Place London be liable for any damage to the laptop, desktop, Apple Mac, equipment, hard drive, loss of data, loss of revenue or profits, or any special, incidental, contingent, or consequential damages, however caused, before, during or after service even if Computer Place London has been advised of the possibility of damages or loss to persons or property. Computer Place London liability of any kind with respect to the service, including any negligence on its part, shall be limited to the contract price for the service.

The client and Computer Place London agree that the sole and exclusive remedy for unsatisfactory work or data shall be, at Computer Place London option, additional attempts by Computer Place London to recover satisfactory data or refund of the amount paid by the client. The parties acknowledge that the price of Computer Place London service would be much greater if Computer Place London undertook more extensive liability.

The client is aware of the inherent risks of injury and property damage involved in laptop, desktop, Apple Mac, hard drive, repair, including without limitation, risks due to destruction or damage to the machine, media, or data and inability to repair the machine or recover data, including those that may result from the negligence of Computer Place, and assumes any and all known risks of injury and property damage that may results.

As a customer, when you take receipt of your completed repair it is your responsibility to check for any physical damage that you think may have been caused while in our care. Any report of damage after handover of goods has taken place will not be valid.

As a customer you have 14 days in which to satisfy yourself that a repair has been completed to a satisfactory level. After this time Computer Place London will charge further labour fees. (Of course, this does not affect any warranty given on hardware supplied).

Computer Place London does not provide a warranty for any work completed on a computer system using non-genuine operating systems, file sharing, other questionable software, over clocked or tweaked hardware components.

Computer Place London will quote for and repair only what is requested by the customer. For example: If the customer asks for a laptop power jack to be repaired this will be completed. Should the repair of the power jack then highlight further damage to the laptop (perhaps a motherboard fault) then Computer Place London will be within its rights to charge for work completed to date.

Computer Place London will not be held responsible for further damage discovered after repair of the original fault reported by the customer.

Computer Place London will not be held liable for any costs incurred by the customer as part of the process i.e.: travelling expenses, time off work, postage etc.

Computer Place London will not provide any warranty cover for physically damaged or tampered with items - this includes where a third party repair person, business and company has had involvement.

Computer Place London only offers free collection and delivery when stated in writing. Computer Place London does not offer free collection and delivery as a standard service which can be requested at any time by customers.

Computer Place London does not offer an onsite warranty. It is the responsibility of the customer to get any items under warranty back to us to look at. Computer Place London may, at its discretion, collect and re-deliver such items at low cost which works out cheaper than most other means.

Any goods supplied by Computer Place London are done so for the purpose they were designed, not the purpose they have been used for, for example: using an internal hard drive as an external backup device or over clocking a processor.

Confidentiality

Computer Place London agrees not to disclose any and all information or data files supplied with, stored on, or recovered from client's equipment except to employees or agents of Computer Place London subject to confidentiality agreements or as required by law.

Payment

Payment is due in full upon completion of successful repair (and or, diagnostics), prior to release of the repaired machine (whether shipped, or picked up), unless by special previous arrangement.

The client is financially responsible for all shipping costs, custom duties and taxes to and from Computer Place London and its suppliers.

Warranty

All items repaired carry our 14 days labour guarantee as standard. This covers parts and labour for two weeks from the date the repair is completed. Computer Place London makes no warranty on data, express or implied, and Computer Place London disclaims any data warranty of any kind.

No Fix No Fee Policy!

Our No-Fix-No-Fee policy means that the service fee will be not be paid at all if we did not fix your computer but we do charge a fixed diagnostics fee of £45 for all Apple Mac computers, and £25 for any laptop, desktop pc and data recovery if we did not fix.

Complaints

If you are not happy with the level of service from the Computer Place, please let us know by contacting our Customer Service Team. You can call us on 020_7871_7631, or send sms text message to 079_4499_6611, or by fax: 020_7100_3207 or email us:

info@computerplacelondon.co.uk (Lines are open Monday to Friday, 10:00 to 6:00pm) or write us: Computer Place London, 206 Caledonian Road, London N1 0SQ.

Disclaimer

Although all attempts are made to provide accurate, current and reliable information, you should recognize the possibility that errors may exist in the information available on our Web site. Computer Place London expressly denies any warranty of the accuracy, reliability, or timeliness of any information made available on our Web site, and shall not be held liable for any losses caused by reliance upon the accuracy, reliability, or timeliness of the information. A person who relies upon information made available on our Web site does so at the person's own risk.

Before following any advice or installing any software or hardware recommended or mentioned on our site, you are strongly encouraged to do a full backup of your data and system. Computer Place London shall under no circumstances be responsible for data loss or system failure.

Services and products advertised on our site may be modified or discontinued without prior notice. Prices for services or products are subject to change without prior notice.

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Last updated: 08/05/2011

**Terms v1 **cpl8511kc1245*

<http://www.computerplacelondon.co.uk/terms>