

Mobile PC Doctor Ltd

Terms & Conditions

Appointments

Minimum bookings are 1 hour. Arrival times may vary slightly due to traffic or earlier jobs running over. We'll text you before setting off so you know when to expect us. If you need a precise arrival time, just let us know when booking and we'll do everything possible to accommodate your request.

Cancellations

If you need to cancel your appointment, please let us know as soon as possible so we can offer the slot to someone else. Cancellations made with less than 24 hours' notice may be subject to a charge.

Payment

Payment is due at the end of the visit (or within 7 days for preapproved business credit).

We accept bank transfer, cash, or card payments. Prepayment is required for all special-order items.

Parking

If parking is difficult, please let us know in advance. In permit zones, a visitor pass must be provided by the customer. Any Pay & Display charges will be added to the bill. Please note, we may be unable to attend if suitable parking is not available, as close access to our vehicle is essential for carrying tools and equipment.

Smoking Policy

If you smoke, we kindly ask that your home be smoke-free for at least 1 hour before our visit.

Your Data and Passwords

We recommend customers keep an up-to-date backup of their personal files and passwords in a safe place. Please have any software, licences or passwords ready if our technician needs them.

Intermittent Faults

Intermittent desktop and laptop faults are often the most difficult to diagnose. If the fault doesn't appear during the initial investigation, it may not be possible to confirm the cause during the visit. Our method is a logical, step-by-step process to separate "known good" from "suspect" components and software until the issue is identified. Unlike cars that can generate basic fault codes, computers have no such system due to their greater complexity. Instead, a careful, methodical approach backed by experience is the only reliable way to get to the root of the problem. If diagnostics run longer than expected, we'll discuss the options with you. In most cases, our practice is to complete up to 1 hour of investigation on-site, then take the computer away for further testing if needed.

Servicing vs Factory Recovery

Problematic computers can sometimes be challenging to restore to full health. It isn't possible to know in advance how a system will respond until a step-by-step process is carried out. Computers are complex and unpredictable, with many software and hardware factors at play.

Our approach is always to begin with the most cost-effective solution, with lasting reliability as the goal — we do not want you facing repeat problems. We do not factory reset computers by default, as in most cases this isn't necessary. However, if step-by-step servicing proves unsuccessful, a reset may be required, which will add to the time spent on-site.

Ongoing Issues?

We always ensure you're satisfied with our work before we leave, which is confirmed when payment is made. Occasionally, unforeseen issues may arise that require a return visit. Our policy is simple; If we need to return to correct a problem we've caused, there is no charge. However, if further work is required beyond the original visit, subsequent visits are chargeable. Please note, we don't operate on a fixed-fee basis — charges are based on time spent on-site, billed in 1-hour increments.

Warranties

New computers and parts: 12-month on-site warranty covering manufacturer hardware failure only. If the manufacturer provides a direct warranty to the customer, that will take precedence.

Used computers and parts: 3-month onsite warranty covering hardware failure only.

Special orders from eBay: We honour any warranty offered by the original seller. Please note that many items purchased on eBay come with little or no warranty, except in cases where the item is faulty upon arrival.