

# Mobile PC Doctor Ltd

## Terms & Conditions

### Appointments

Appointment times are offered but arrival times may vary, depending on traffic and potential jobs running over. Each customer is contacted prior to our arrival. Please take this into account when booking. If you need an exact arrival time, please state that when booking and we'll do our best to accommodate.

### Cancellations

If you need to cancel your appointment, please give us notice as we'll need to try and refill your slot.

### Payment

Payment is due by the end of our visit before we leave.

If credit is agreed (before a visit) for business customers, then payment will be due within 7 days.

We accept Cash, Debit Card or Bank transfers.

### Parking

Please let us know if parking is difficult in your area or if there are time restrictions in place as we always need close access to our vehicle. A visitor's pass will be required if you live in a permit zone.

Any incurred Pay & Display charges are added to the bill.

### Smoking Policy

If you smoke, we kindly ask that your home is smoke free up to 1 hour prior to our visit. We also advise that smoking clogs up the internal computer components which can shorten its life.

### Your Data

We strongly recommended the customer backs up their personal files and keeps an up to date record of their online passwords. All software, licences and online passwords owned by the customer are the customer's responsibility to provide when needed by our technician.

### Problem Solving

Intermittent desktop and laptop computer problems can be the most difficult to find and impossible if they don't fail during our investigation. A logical step by step approach to eliminate good from bad, exhausting all avenues is usually the only way to get to the bottom of the problem. Unlike cars where a computer is plugged in to locate basic fault codes, desktop and laptop computers are far more complex and require a more "old school" approach to fault finding. We carry no magic wand, only our experience and knowledge. If we get drawn into lengthy fault-finding investigations within the initial hour callout, then it is our practice to take the customer's computer away for ongoing work in order to keep potential high costs down. If the customer prefers we stay, then charges past the initial hour callout continue on a per half hour basis.

### Clean-ups vs Reset

Badly infected computers can be difficult at times to restore back to full health, problem free. It isn't possible to know in advance of a computer cleanup how it will respond until a step-by-step process is carried out.

Computers are complex and unpredictable due to many software and hardware factors. We will always exhaust the cheapest route with lasting reliability as our goal because we don't want to be called back if we can help it.

We do not make it a habit to reset computers by default because most times these days, it is not necessary.

However, if time spent cleaning a computer proves unsuccessful then a reset will be required.

### Ongoing Problems?

We always make sure the customer is happy with our work before we leave, and this is confirmed when the customer makes payment. Sometimes we may need to return because unforeseen problems have been discovered. We have always taken the view that if ongoing, paid for work is required then subsequent visits are chargeable but if we return to correct problems we've caused then there is no charge. Remember, we do not charge a fixed fee but for the time we are onsite.

### Warranties

12 months for new computers and parts we supplied against manufacturer hardware faults.

3 months for used computers we supplied against manufacturer hardware faults.

Some special orders on old used parts may not come with any warranty. Customer will be informed prior to purchase.