

Terms and Conditions for Use of Our Services

Date: 18th December 2018

Thanks for taking the time to visit and view these terms and conditions.

We take care and pride in our work, and because of this we have thousands of happy customers. We work hard and like to think we do good work and am sure you will be happy... It is always best to be clear however, and we would like to make terms of work as clear as possible. By using our website or requesting/having any service done, or requesting/listening to any advice, you agree to have read and agreed to all of terms and conditions linked to on this page.

After we have helped you, **please keep your receipt/invoice from us as proof of purchase/work done because without it we will not be able to help in the future.**

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Thank you.

PAYMENT INFORMATION

Prices will be agreed before work is started and payment will be taken after the work is successfully completed. Receipts are given which should be retained by the customer in case of future problems – please keep your receipt as without your receipt we cannot help with things like replacing replacement parts under guarantee. Payment forms accepted are:

- Cash
- Bank transfer
- Cheque

We used to be able to accept card payments with a charge of ~+2.5% to cover transaction costs but due to the a new EU law 2018 we cannot charge this now, so regrettably can't offer this form of payment anymore... We are a small business and the majority of payments are small amounts so this cost was purely to cover costs and we make no profit – unfortunately we just can't absorb the costs into our prices which are low enough already.

As with any service or product you buy, we assume you have the means to pay when ordering work or services and will pay upon completion, just as you would at a car garage or launderette. Pricing info can be found [here](#).

Thank you.

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HOW LONG WILL WORK TAKE / DELAYS

People need their computers, and we know that all too well. We work as fast as we can to get things sorted for our customers as soon as possible – if we don't people would have and will go elsewhere. Generally we have machines for hours or a day at most, except when we need to order parts which means the repair process will take longer. We will get parts in and fit asap which is usually the same day they will arrive.

Please understand:

1. If you ask (and mostly if you don't too), we will always give you an estimated time of completion.
2. If parts require ordering, they will take time to be delivered, and we will give you an estimate of how long this will take.
3. Sometimes deliveries take longer than estimate, or the wrong part has been sent – please bare in mind this happens sometimes and it is out of our control.
4. We often work late and weekends to complete service for customers.
5. Some work such as data transfer, data recovery, MacBook keyboard replacement and other complex or difficult tasks take many hours or days to complete.
6. During some times of the year especially in the run up to Christmas and the Chinese New Year, replacements can take longer than expect/estimated to arrive.

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ADVICE AND INFORMATION

Any advice or information given to anyone, is given in good faith to the recipient and to the best of our knowledge, however we cannot accept any responsibility for any problem that occurs from any advice or information given – advice should be used entirely at your own risk and you should do appropriate research before you undertake any activity.

DATA AND PRIVACY PROTECTION GDPR POLICY

Sheffield Computer Services understand the importance of privacy and protection of any information you disclose to us.

Any data we store is stored on a secure system (pass-warded, firewalled and virus protected). Other data may be stored with the Google services Gmail and Google Analytics. Due to the nature of the internet we cannot guarantee the security of information sent over the internet. Apart from

these parties, data is shared with anyone else. Any personal file data from computers we work on is kept on the client machine unless it needs to be temporarily copied in which case it is stored at a secure location, for the minimal amount of time and is securely erased when finished. More information is further in this document.

We will comply with national and international security laws, releasing information only to authorities after they have identified themselves satisfactorily.

Sheffield Computer Services does not use electronic payment facilities so we never have the possibility to store any payment details such as bank or debit/credit card numbers.

This document contains information on where, what and why we collect certain data, and practises relating to your privacy protection.

If you would like any further information; to request the destruction of your data; or to let us know of any problems or issues, please email help@sheffieldcomputerservices.co.uk

As a computer repair service, we have two areas of data privacy policy

- Website can communication data
- Data on clients PCs

Section 1: Website can communication data

Data source: Google Analytics

Data collected:

- Demographic: Language, country/territory, city.
- Technical: Browser, OS, screen resolution, network provider.
- Behaviour: Page(s) view(ed), time, return visits, landing/exit pages.

Purpose: Data gathered here is used solely for the purpose of assessing how our website is being used by visitors. This in turn will lead us to develop a better website for our visitors. The data is collected through Google Analytics and is used solely for statistical purposes.

Privacy and protection: The data collected doesn't include any identifiable information and is the same data that is available to any website you visit in the internet. We does not collect the data – Google does. Google also stores the data and presents reports to us. In order for this to work, Google Analytics uses cookies.

Data source: Website email enquiry form.

Data collected, if supplied:

- Name
- Email address

- Telephone number
- Your area
- Enquiry information.

Purpose: The data collected from this source will be used for the purpose of initial and further communication between a customer and Sheffield Computer Services (and vice-versa). We may use the data to follow up service we provided in case of problems; to check the service we provided was good; or to offer an existing customer a product or service they have already expressed an interest in. We will only contact you about in regard to prior business – all other communication will be via email only. We may also use the data for statistical/evaluation purposes internally only.

Privacy and protection: The data is held in a separate file from other data and will be protected by our usual practices or passworded email systems and devices, and with firewall and antivirus systems in place. The data will remain private and will be not disclosed to any other party at any time except to comply with national and international security laws.

Data source: General information.

Data collected:

- Contact: Email, address, telephone numbers, communication records etc.
- Business: Services provided, invoice records.

Purpose: We will keep this information solely for our own personal records for business, accounting and compliance with UK law.

Privacy and protection: The data is held in a separate file from other data and will be protected by our usual practices or passworded email systems and devices, and with firewall and antivirus systems in place. Data is also stored in a dairy which is accessed only my operatives od Sheffield Computer Services and trusted people within the building. The data will remain private and will be not disclosed to any other party at any time except to comply with national and international security laws.

Section 2: Data on client computers

Protection of data on client computers is vital to privacy, trust and good business. Data will always remain only on the client computer, unless recovery/copy to another hard drive/device is required for the service. If data is copied to another place, for example when a reinstallation of operating system is required or data is at risk from being lost, our practise is to keep the data no longer than is required to ensure data is copied back to the device ok. We have dedicated 'data' disks which are only used for these purposes and securely wiped when the work is completed to ensure that customer data does not get passed to another customer or into our systems.

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DATA LOSS / WEAR AND TEAR / ACCIDENTAL DAMAGE POLICY

We take every care while undertaking all aspects of work in including carefully handling machines, equipment, settings and trying everything to avoid data loss of data for a customer. Sometimes, unfortunately, things may happen which are out of our control, or are an (often unforeseeable) consequence of otherwise good practice or work. We would like to make clear our policies on:

Existing Customer Data:

Always keep backups of your data, and please backup all your data before you bring a device to us. While your data is with us we will take the upmost care and there should not be any issues, but problems can occur and we cannot take responsibility for any data lost while we undertake work. If data is loss happens due to a fault of us, we would restore the user's data from their back free of charge, but it may not be possible to recover it ourselves which is why you should backup all your data before you bring a device to us. We deal with many cases where it's not possible for the customer to backup their data, and we will do our best to do so and avoid any data loss. So far, we have not lost any customer data and we see no reason for this to continue with the way we work, but it must be understood that should the worst happen, we cannot be held responsible for any data lost while work is undertaken – data is bought to us in the knowledge of this policy.

Future Customer Data:

Many of our jobs involve replacing hard drives after they have failed. Regardless of the length of manufacturer guarantee the replacement hard drive or solid state disk has, it is important for the customer to keep a backup of their data. If the replacement drive we fit fails, we will always honor any manufacturer guarantee and replace parts should they fail due to manufacturing defects, and we would do any work needed to get the replacement parts fitted and system working again, at no cost to the customer as long as the customer can produce their receipt as proof of work/purchase. If a replacement drive we fit fails and data is needed to be recovered from such a drive, the worked needed to do this data recovery is will be chargeable at normal data recovery rates – so please keep all your data backed up. We will happily restore data from a customers backup to the replacement replacement drive for no fee if it can be provided to us.

Data Recovery:

We never do anything destructive while attempting data recovery so should we not be able to recover data, the customer can take the drive elsewhere if needed. Hard drives can be very temperamental and often get worse with increasing use, so this is the only exception: The increased wear and tear on a drive while we try our best to recover data.

Wear and Tear:

Machines and components are built to varying degrees of quality. For example, a typical Apple machine is built to a much higher standard than a HP £300 laptop. Sometimes, especially with older machines, while undergoing repair, things like screw fixings can break often due to plastic having become brittle, or connectors break, or wires fray – luckily these things don't happen much but we need to make it clear this kinds of issues are not due to our work. Of course, if we damage something ourselves we will repair the damage or replace the part at not cost to the customer, but for general wear and tear extra parts or work may be needed.

Damage During Work:

We like to do a good job and wouldn't be as successful unless we took great care of customer's property. We take responsibility for damage we cause that isn't due to the condition of the machine or could have otherwise been avoided: Basically, if it is our fault, we will accept responsibility.

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GUARANTEES ON PARTS AND WORK DONE

We repair so many computers (many of which are often similar models or have similar problems) so we cannot recall each job individually. **In order for us to process a guarantee you must keep and produce to us your receipt/invoice from us as proof of purchase/work done because without it we will not be able to help in the future.**

Guarantees on new/refurbished/used hardware supplied:

- New hardware comes with at least the normal 1 year guarantee required under UK law. This is typically a guarantee from the manufacturer and is valid from the date of purchase. Some hardware such as new SSDs and power supplies come with longer guarantees sometimes up to 5 years.
- Customers must notify us of any issues and get the device back to us in time for any claim to be processed.
- In order to offer the fastest service we can to customers, we buy stock in of the most common items we need, so the actual date of the start of the guarantee is before the date we supply to item to a customer – but as part of our service we will honour the full length of the guarantee from the date we supply to item to a customer.
- Parts can be fragile (such as hard drives and screens) so it is important for customers to take care of them because we will have to contact the manufacture or supplier on your behalf and state problem which doesn't normally present any problems, but for example, it is difficult to get a replacement for a cracked screen where the boundary between manufacturing defect and user error is not clear.
- For any job we cannot offer any guarantee on your data so it is vital you keep all your data backed up.

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- Refurbished or used hardware – these come with a guarantee length specified by the supplier (usually 1, 3 or 6 months) and this will be made clear to a customer and agreed ok before work is started.

Guarantees on hardware fixed (rather than replaced):

- Somethings problems are fixed without requiring new hardware, such as jobs where it's only possible or requested to fix rather than replace hardware (maybe due to no parts available, cost of new parts to much, or speed or fix required for customer). Typically, these jobs include:
 - Securing laptop hinges
 - Screw fixings repair in laptop cases
 - Securing loose so sockets/ports
 - Fixing power buttons/switches
- In these jobs, the final solution may not as good as it would have been had replacement parts been used (although often the result is better: for example, using plenty of very strong glue to fix a screw fitting can make it much better than before).
- For all of these types of 'DIY fixes' we will make it clear to the customer what to expect and offer a 1 month guarantee on the work. Unfortunately, we cannot offer long because the source of the problem (usually broken materials, or poor product design in the first place) is still there.

Guarantees for work done on software/configuration:

- Software issues are harder to offer a guarantee with because it is easy for software/configuration/settings/files to be changed after work it completed the completed, which would affect the fix we made.
- We test all the work we carry out and offer a 1 month guarantee on it from the date of receipt of work.
- Customers are expected to test and use the equipment within this time and ensure everything is working as it should be. If within the 1 month issues are found, the customer must notify us before the month is up and we will gladly fix it without any charge.
- For issues found after the month is finished, unless the work needed to rectify the problem is a quick fix, work done will be charged for.