

TERMS OF BUSINESS (TERMS AND CONDITIONS) FOR USE OF SHEFFIELD COMPUTER SERVICES

Date: 8 November 2018

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

By using our website; requesting or having any service done; or requesting or listening to any advice, you agree to have read and agreed to all of terms and conditions in this document – it is important you read all this document and please ask us to explain anything you need to understand.

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.

For many years we haven't had the need to use terms and conditions for work, but unfortunately it is now required in order to ensure the best possible relationship with customers.

If you do not accept our terms and conditions, we thank you for your time, but unfortunately, we can't offer any services to you and wish you the best of luck with your problems.

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 problems relating to the work we did** – you cannot rely on us to remember or keep copies of all details of the work undertaken.

1. Services of Work Offered and How We Operate
2. Payment Information & Student Discount
3. How Long Will Work Take / Delays
4. Data Loss / Wear and Tear / Accidental Damage Policy
5. Advice and Information
6. Guarantees on Parts and Work Done
7. Data and Privacy Protection GDPR Policy
8. Changes to these Terms of Business (Terms and Conditions)

SERVICES OF WORK OFFERED

Our service is an offer from us to try and fix your IT problem. Our service is offered under condition that you agree to the terms or business/conditions set out in this document – all this document should be read and understood but some important points to consider are:

- Our service is an offer to try and help with many problems and most of the time we can, but sometimes it's not possible for many reasons.
- Generally, we offer a free diagnosis and quote for work.
- It is usually not possible for work done 'on demand' without prior notice as we cannot guarantee free work capacity so it's best to call first.
- Please make sure to immediately backup all your data before and after any work we do.

-
- If you need work done within a certain timeframe please agree with us before we undertake work, and if time taken for a job/service is not important (“take as long as you want/need”) please make it clear to us exactly how long it is ok to for us to take to complete the work.
 - We do not guarantee to undertake any work or fix any problem, but will if we can help we will. It is best to call us first with any questions about the problem, timescales and cost so we can provide answers if we can, so you can decide if you want to use our services.

PAYMENT INFORMATION

Prices will be agreed before work is started and payment is usually taken after the work is successfully completed at the time of returning the hardware or completion of other work. Sometimes we may ask for a deposit before purchasing or undertaking work and this will be made clear at time of quote or before work commences or parts order. Receipts are given which must 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 your guarantee and for information about the work we undertook. 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 an EU law passed in 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, launderette or any other business. If you cannot pay for the work done, we will keep the hardware until payment, or undo the software work done.

Current pricing info can be found [here](#).

Student Discounts: A limited discount is available to students of 12.5% on service charges (not on parts), subject to the details below:

- Discount available on service part of price only.
- Discount is not available on the cost of hardware or software.
- Discount is available only if the item is dropped off and picked up from our base
- Discount total and final prices must be confirmed before quote/work is accepted to go ahead otherwise full price and no discount will be applied.
- Total / final price after discount will be rounded up to the nearest £5.
- Discount amount may differ or is not available on services/products priced as a whole, without a breakdown of parts and service, or on any job/work/service without any reason.

-
- Discount is limited to £10 off the total price on MacBook keyboard replacements due to risk, cost and time involved.
 - Work done is subject to the all the terms of business / conditions set out in this document.
 - We reserve the right not to offer this promotion at any time, for any job, and without reason unless we have already made an agree which we will keep.

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 or two 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.

If you need work done within a certain timeframe please agree with us before we undertake work, and if time taken for a job/service is not important ("take as long as you want/need") please make it clear to us exactly how long it is ok to for us to take to complete the work

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 then estimated, or the wrong part has been sent – please bear 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 periods of the year (especially in the run up to Christmas and the Chinese New Year), replacement parts can take longer than expect/estimated to arrive.

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 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 back up 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 (SSD) 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 honour 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 hard drive or SSD 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 customer's backup to the 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 no 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.

This document is our terms of business & conditions and that by using our website and services you agree to.

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 and understand all the risks before you undertake any activity as we will not be held responsible for any problem that occurs after.

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. No receipt and unfortunately we cannot help you – this is clearly stated on every receipt and invoice.**

Guarantees on new/refurbished/used hardware supplied:

- New hardware comes with a 1-year guarantee. This is typically a guarantee from the manufacturer and is valid from the date of purchase.
- 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 manufacturer 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 for new parts from the date we supply to item to a customer. For used parts the guarantee will be from the start of the guarantee offered by the supplier.
- 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 manufacturer 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. **You should back up your data immediately after you get your device back from us.**
- 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):

Some 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 too much, or speed of fix required for the customer). Typically, these jobs include but not limited to:

- 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 (e.g. by an software update, by a service provider, or by the user) after work is completed and the device, which would affect the fix we made. We test all the work we carry out and ensure the customer is happy that the fix is work. 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 if the customer can drop it back to us and when it is possible for us to do so.

For issues found after the month is finished, unless the work needed to rectify the problem is a very quick fix, work done will be charged for.

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-worded, 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 client machines

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 do 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 regarding 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.

CHANGES TO THESE TERMS OF BUSINESS (TERMS AND CONDITIONS)

Our Terms of Business (Terms and Conditions) are subject to change at any point and the most recent version of the document is what you agree to when using our business. If you do not agree to changes to the terms and conditions after our work is completed we cannot off you our services and wish you the best of luck in the help you need.