



TERMS & CONDITIONS

1. DISCLAIMER

1.1 The PC Geek will only perform and provide computer services, repairs, and upgrades as requested by the customer. The PC Geek will conduct honest, reasonable, and considerate services. The goal is to provide the highest quality of service and support, but specific results cannot be guaranteed.

1.2 Computer service/repairs are provided as a service. There may be circumstances under which your computer can not be repaired. It will have to be rebuilt or upgraded (examples: Age of PC, repair/replacement parts obsolete (memory chips, motherboards, etc.) with your consent.

1.3 The length of time required to service/repair your computer cannot be predicted.

1.4 You understand that in the process of working on your computer equipment, there is a potential for data loss. You agree that you have made the necessary backups of your data so that, in the event of such loss, the data can be restored. The PC Geek will not be responsible for data loss. (See para 4.4 below)

1.5 You authorise the technician(s) providing the service or repair to install anti-virus and any other necessary software on your computer, if needed, to perform required services. If no longer needed and with prior consent, all software will be deleted / uninstalled upon completion of the service.

2. BILLING TERMS

2.1 Computer services/repairs are billed as stated on the invoice provided or as previously agreed with you.

2.2 In the case that there is an unforeseen deviation, beyond the estimated amount, every effort will be made to contact you and inform you of the situation and receive authorisation to continue or stop.

2.3 In the case that you cannot be reached, work will stop until contact is established. Once reached, your decision to continue or stop will be honoured by The PC Geek.

3. PAYMENT TERMS

3.1 Full payment is due upon completion of services, upgrades, or repairs. By prior agreement, partial payment is accepted for web design work.

3.2 The PC Geek accepts cash, cheques, BACS and all credit cards.

4. LIABILITY

4.1 Service(s) are provided in an effort to fix, upgrade, or otherwise repair the computer system(s) for which you request such service(s).

4.2 Your system will not be intentionally harmed. The primary goal is to fix your computer, not damage it.

4.3 In the case of data loss caused by already existing problems in your system such as viruses, bad configured software, or hardware problems/failures, you agree that The PC Geek will not be held responsible for any unforeseen data loss.

4.4 It is your responsibility to maintain a regular backup of your data. The PC Geek will not be responsible for data loss. (See para 1.4 and 4.2 above).

5. SUPPORT

5.1 Customer satisfaction is our utmost importance.

5.2 All services will be conducted in a professional, reasonable and timely manner. Also, taking into consideration the circumstances and nature of the technical problems.