

MOBILE PC Rescue

sales@mobilepcrescue.co.uk

www.mobilepcrescue.co.uk

Conditions of Sale

Please scroll through this screen to read our Conditions of Sale and print a copy for future reference.

General

These Conditions of Sale are for **business** customers only.

We do business **only** under these Conditions of Sale.

Goods are subject to availability and may vary from those advertised/quoted.

You must decide **before** ordering if the goods are suitable for your needs.

Prices and Payment

Our advertised prices do not include delivery. The price of the goods may be changed from the one advertised. Please confirm the price before you order.

We accept payment by bank transfer or cash. All invoices must be paid **within 7 days**.

We remain owners of the goods you purchase until you have paid for all of them in full.

If you have not paid within 7 days of the invoice date we will remove any goods for which you owe money. Labour will still be invoiced on a NEW invoice. Any data loss due to removal of hard drives etc is YOUR responsibility, not ours. Backups SHOULD be a part of your weekly routine!

Delivery

We charge for all deliveries. Please notify us in advance if you have any special delivery requirements.

If the goods do not arrive or are incomplete or damaged when you open them you must tell us within 2 days of receipt.

After delivery you are responsible for protecting the goods against loss or damage.

Returns

We will accept returns of **faulty** goods within 7 days of delivery. You will need to obtain an RMA (Returned Merchandise Authorisation).

Goods must be returned in their original packaging. This is a rule by our suppliers and NOT us.

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If you change your mind we may take goods back at our discretion if they are unopened, unused and in perfect condition. There will be a handling charge of 20% of the purchase price for this service plus delivery/pickup costs. This does not and will NEVER include Software or Full PC Builds.

If you return goods please ensure that you have backed up your data. We will not be responsible for any data that is lost.

Guarantee and Liability

All our goods are sold to you with the benefit of the manufacturer's warranty. (Unless stated that you are buying 2nd hand (NO WARRANTY) or a refurbished product (on which the warranty will vary between 28 days or 3 month)

Any computer systems sold only have warranties that cover HARDWARE, software cannot be covered, due to viruses, Updates and user error. Any systems with software faults will be subject to the standard call out charges.

We do not accept liability for claims concerning the goods as to their quality, fitness for purpose or otherwise, except for death or personal injury caused by our negligence. Nor do we accept any liability for indirect or consequential losses or loss of profits.

We exclude any warranties in respect of the goods express or implied by statute, common law or of any other kind.

Any accidental damage to equipment or personnel on your premises must be covered by your own insurers. No employee/contractor of **Mobile PC Rescue** can be held responsible for accidental damage on your premises.

It is your responsibility to ensure that all your data is backed up, we cannot be held responsible under ANY circumstances, for data loss and loss of business due to data loss while we are working on your systems. Speak to us regarding a backup solution to protect your business from data loss. We offer a DATA BACKUP service, backing up your systems to DVD RAM or BLU-RAY media; backup is charged on a per GIG basis. Ask us for full details.

Websites & Domains

Please see the separate files on the website that cover domains and websites.

Hardware Issues

If your PC has developed a fault, it may need to have replacement parts, any labour done will be charged at the normal hourly rate, ONLY hardware is part of your warranty, NOT LABOUR. We strongly advise that you may lose data if hard drives have to be replaced or formatted.

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Computer/Laptop Repairs and Diagnostics

When we give a price for a repair on all systems, we are assuming the work will go ahead. If for any reason the required work is not carried out then there will be a standard charge per system to be paid before the systems are returned. At present that charge is £40 per system, this amount may be subject to change depending on the system and the amount of diagnostics carried out.

Please Note: This charge is ONLY if you decide NOT to have the work done that we recommend!

Telephone Calls

We sometimes monitor or record telephone calls for legal purposes.

Questions?

If you have any questions, please contact us through our website.

Kind Regards

Steve Procter

Managing Director

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