

**OUR AGREEMENT**

By leaving your equipment/device with us, you have agreed to these Terms and Conditions (Agreement). Please note that these may be changed from time to time and the latest version can be downloaded/viewed from our website.

In these terms and conditions, references to “we” and “us” are to Tek Repairs NE.

By using the services provided by Tek Repairs NE you are entering into a contract with us. The terms below set out our obligations to you and what you are agreeing to.

- a. Should the requested work, in our opinion, not be physically advisable or Beyond Economical Repair (B.E.R) then you will be informed by either text, email or a phone call depending on your preferred method of contact. If we dismantle a device and you subsequently decide for us not to repair it, we will charge £20 for rebuilding it. This is to compensate us for time in a task that could be used for other repairs (this excludes B.E.R devices). There may also be a charge for returning the device to you to cover our mileage.
- b. We will charge £40 if we have to bypass your account password(s), this only applies to Laptops, Desktops and Apple Macs.
- c. While completing repairs the very act of dismantling or testing can cause failure to already stressed components. You acknowledge that we cannot be held responsible for the additional costs that might incur and that you will be liable to pay. Our reputation for fairness is your protection.
- d. For some jobs, we may need to reinstall your operating system. This involves wiping your hard disk clean and re-installing the operating system. If you require your data to be backed up prior to the wipe and restored back to your device once the operating system has been re-installed, please let us know along with any Activation Keys or Login Details (Microsoft Office, Security etc.).

**1. REPAIR SERVICE**

**IMPORTANT: *You are responsible for ensuring that you have backed up all data on your device before we access your system. We will not be responsible for any loss of data, pictures, information, or software on your device.***

If you have not made any backups of your data, then we can do this for you for a small charge. Please contact us as soon as possible to arrange for your data to be backed up before we start work on your computer. Please note mechanical failure of your hard disk or other components inside your computer can occur without warning during our intensive diagnostics. Virus and malware infections can also damage your data and could lead to unpredictable problems and could result in data loss.

In the course of repairs, the dismantling and/or testing can cause failure to already stressed components. You agree that we cannot be responsible for additional costs or damage that might result.

**1.1. On-Site Repairs and Services**

If you book an on-site repair appointment, we will need the following at the time of appointment:

- Full access to the equipment being repaired. Electricity mains power & Lighting

- Your agreement to follow our reasonable instructions

### **1.2. Customer Specified / Supplied Equipment**

Where work is carried out using equipment and/or software and/or procedures and/or facilities, supplied or at the instruction of the customer, which is then found to be faulty, all work carried out to identify and rectify the problem is chargeable in addition to any quote or order at the suitable rate to the customer. Whether directly instructed to carry this out or not by the customer when this has to be carried out in order to complete the work for the customer.

### **1.3. REPAIR & DIAGNOSTIC TIMES**

Although we aim to get your device repaired / diagnosed as quickly as possible, the service can sometimes take longer than anticipated. We normally aim to diagnose and repair within 3-10 business days but sometimes the repair can take longer. We sometimes have to source parts from outside of the UK and can take several weeks before we receive the parts and clear customs. We will not be held responsible for any repairs that exceed our estimated completion time. We will make every effort to inform you if we expect a delay in our service. If you would like a status update, please get in touch with us or send us a message from our website.

### **1.6 NO FIX NO FEE POLICY EXCLUSIONS**

- When the customer requests Tek Repairs NE not to proceed with a repair which it is able to effect to resolve the problem. In this case the customer must pay our minimum charge for diagnostics (£20.00).
- Tek Repairs NE provides a clear and precise diagnosis of a failed component/software issue but the customer decides not to proceed with the replacement/repair. In this case the customer must pay our minimum charge for diagnostics (£20.00).
- The policy does not apply to data recovery, virus or malware problems, and issues with third parties or to cases in which the computer suffered from power surges.
- Tek Repairs NE accepts no responsibility for loss of computer data, however caused, and including any alleged loss occurred during data recovery.

### **1.7 THIRD PARTY REPAIRS**

Certain repairs may need to be sent away to be repaired, e.g.

- Motherboard Repairs (Local company used)
- Liquid Damaged Repairs (Local company used)
- Phone & Tablet Board Repairs (Local company used)
- Satnav Board Repairs (Local company used)
- Console Motherboard Repairs (£20.00 Postage Charge)
- Apple Motherboard Repairs (£20.00 Postage Charge)
- Tablet iCloud Unlocking Services (Local company used)
- Phone iCloud Unlocking Services (Local company used)
- Phone Network Unlocking Services (Local company used)

## **2. REMOTE REPAIR**

Some issues are not able to be resolved remotely but we will use reasonable amounts of skill and care to resolve problems you have requested us to do. It may be necessary for your computer equipment to be delivered to our workshop to resolve your problem, but we will talk about all the available options at the time of the remote repair session.

## **3. LIABILITY**

If your device is damaged Beyond Economical Repair (B.E.R) through our negligence or wilful misconduct, our liability will be limited to the cost of providing a replacement with a product that is

the same or similar to your device. You have sole responsibility for any data stored on your device and we accept no liability for loss or corruption of such data however caused. It is your responsibility to keep a record of any such data.

When sending in a damaged device, our technicians will probably need to open up the device to either diagnose or repair it; this comes with an element of risk and may result in some minor damages to your device. We do everything possible to ensure this does not happen, however, if it does happen and the damages are significant, we will offer a replacement or repair.

We will not be responsible for any damage or fault caused by a previous repair.

When sending in your mobile phone or tablet device for screen repair or home button repair, Tek Repairs NE will not be held responsible if the Touch ID feature does not work after the repair is carried out. The Home Button Flex Cable is a delicate part and can easily be damaged if the screen is damaged.

### **3.1. LIABILITY EXCLUSIONS**

Although we do not have specific knowledge of your computer configuration, we will attempt to minimise disruption to your system as much as we can, but we cannot be responsible for any unforeseen issues that may arise from any of our services.

Please note that if your device or equipment is under manufacturer warranty our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty.

We cannot be held responsible or liable to any service performed for you regarding:

- any loss data, data corruption, loss of images, documents, or information
- any financial loss, or loss and interruption to business or contracts
- any failure by you to follow our reasonable recommendations or instructions
- any losses or issues you may suffer due to your use of (or failure to use) any anti-virus software
- Any loss that is not reasonably foreseeable.

## **4. WARRANTY**

Unless stated, all repairs carry a 14-day warranty on labour and 30-day warranty on parts (this does not include software, virus removal or liquid damaged repair). In the unlikely event that the same problem happens that we have fixed or any fault which is related to the service provided we will either try again to fix the problem at no extra charge or, if we cannot fix the problem, we will refund your payment in full for the services performed. This excludes faults caused by the failure of other components after the repair has taken place or by faults caused due to incorrect use of software or downloaded material, virus, and malware infections or by faults from accidental damage or incorrect use of the product.

Please note you are responsible for the cost of the returning of your device to us.

### **4.1. Limited Warranty**

Although we offer a warranty for most repairs, there are some exceptions where items of our standard warranty do not apply. We will indicate to you at the time of repair / collection of repairs what items have a limited or exempt warranty. This includes but not limited to the following items:

- GPU / BGA / CPU Reflows – Dependant on 3<sup>rd</sup> Party Supplier Used

- Micro Soldering Repairs – Dependant on 3<sup>rd</sup> Party Supplier Used
- Liquid Damage – Dependant on 3<sup>rd</sup> Party Supplier Used
- Software Installation – No Warranty
- Custom Computer – Used/New Parts Supplied by the Customer (No Warranty)
- Custom Computer - Used Parts Supplied by US: upto 12 Months Warranty
- Custom Computer - New Parts Supplied by US: 1 - 3 Years Warranty

For all warranty issues please contact us first to authorise a return under warranty request.

#### **4.2. Refurbished Device Warranty**

Please find below a breakdown below of how much warranty our Refurbished Devices include:

- Labour – 14 / 30 days across all devices
- Apple/Windows Desktop PC – 1 / 3 / 6 months\*
- Apple/Windows Laptops – 1 / 3 / 6 months\*
- Hard Drive - (USED): 0 months / (NEW): 1 - 5 Years.
- Battery - (USED): 0 months / (NEW): 12 months warranty. \*\*
- Software - 0 months
- New Parts - Dependant on the supplier used. Usually between 3 months - 5 Years.

\*For 12 months warranty on a Refurbished Apple/Windows Laptop or Desktop PC, there would be an additional charge of £100.00 to be added to the final cost.

\*\* Laptop Batteries: minimum of 30 minutes run time.

Our warranty covers your device against technical defects that develop within the warranty period defined above; starting from the day you receive your device. Only what was repaired is covered under warranty.

The warranty operates on a Return to Base (RTB) – by this we mean that you must return it to our repair centre to be repaired. We do not operate an on-site warranty or arrange for engineers to visit you at home or work. Return to Base (RTB) only applies to Home Users, if you are a Business User then this will be included.

#### **Typical Faults Include:**

- Hard Drive Failures
- Memory Issues
- Screen/Display issues (Cracked, damaged or broken screens are not covered unless the damage is caused in transit)
- DOA Batteries
- Keyboard/Trackpad/Speakers not working
- Power Issues/Not Charging

#### **Problems or Faults that are not covered include: (This list is not exhaustive)**

- Software Problems (whether the software was pre-installed or not)
- Viruses, Spyware, Malware, Ransomware
- Physical Damage
- Water/Liquid Damage
- Damage caused by upgrades or modifications not provided by us
- After attempts have been made to repair the device (carried out not by us)
- Malicious or intentional damage

## **Making a Claim**

If something does go wrong with your device and you are still within the warranty period, please have your order number or invoice number to hand when contacting us.

### **4.3 Refurbished Device**

All refurbished Laptops and Desktop Computer's will come preinstalled with either:

- Windows 10 Home / Windows 10 Professional
- Linux Mint (This will be installed on older devices)
- Apple macOS - The latest version compatible with that device
- At Least a 120GB Solid State Drive for Windows 10/Apple macOS based devices where possible
- At Least 4GB of System Memory where possible
- No Laptop or Desktop Computer will have Windows 8 or below installed on them. All devices will be fully up to date with all updates and drivers (at the time of the Software being installed).
- All Refurbished Laptops will come with a Charger & Power Cable, they may have a battery installed and it may or may not work - if it does not work you will be informed.
- All Refurbished Apple devices will come WITHOUT an Apple account associated with them and will be Factory Reset. They may also include a Plug and/or Charger Cable.
- If the device needs a password to function (Apple MacBook etc.) this will either be "password" or "Password".
- All Refurbished Desktop Computers will come with a Power Cable. Video cables can be bought separately unless you have purchased a bundle PC from us – Computer Tower, Monitor, Keyboard & Mouse, and then the Video Cable will be supplied with the bundle.

## **5. DIAGNOSTICS**

It can take many hours to fully diagnose your device. There will be a small diagnostic charge of upto £20.00. Satnav diagnostic charge is £10, drone diagnostic fee is also £30. If you decide not to go ahead with the repair, the device will be returned to you in the same condition that we received it. If your device is beyond economical repair (B.E.R) we are happy to recycle your device, we may, as well offer something to you for your device if it is of any value to us.

Liquid damaged items are subjected to a non-refundable cleaning fee before we start any repair/diagnosis to the device. The fee for all devices is a minimum of £30.

### **5.1 Diagnostics Continued**

All devices which we take in will now have a picture taken of it to show any damage, this is to cover us.

### **5.2 Hardware Check**

All Laptops/Desktops (Windows OS Only) we receive in to either repair or refurbish will get a free quick Hardware check using a program called OCCT. This program mainly tests for: CPU Health, CPU Temperature, GPU Health, GPU Temperature, and Voltage.

## **6. ABANDONED DEVICES**

Any device that has been left abandoned for over 3 months will be recycled or disposed of if prior arrangements have not been made. It is important that you check your details on your receipt /

email at the time of booking to ensure that we have your correct contact details. We will not be held responsible for any inaccuracies in the details provided. We will attempt to contact/inform you to a minimum of 3 attempts.

#### **6.1. Unforeseen Damage of Malfunction**

I understand that Tek Repairs NE will be unaware of any other potential problems that could arise as a result of the initial damage or by opening / disturbing the internal logic boards and internal cables during dismantle / repair. This may result in additional charges to cover the costs of parts required to complete the repair. We will endeavour to make you aware of this at the time of repair / diagnosis.

#### **6.1 Parts We Use**

For Apple devices, we use THIRD PARTY PARTS and OEM PARTS; these are not officially endorsed by Apple. If you prefer an original Apple part, please contact Apple.

For all other devices we will try to use genuine parts, these may be used or new.

#### **6.2. Liquid Damaged Devices**

Any device that is found to have any signs of liquid damage internally will be exempt from any warranties offered. We may still be able to do the repair but due to the nature of liquid damage / corrosion we will not offer any warranty what-so-ever. We will stop working on your device and inform you as soon as we see any signs of internal liquid damage. Only after speaking with, you will we continue with the repair.

### **7. PERSONAL DATA**

During the booking of your device we will ask you for certain details which we require to perform the service. This includes your name, address, phone numbers and email address. We may also require your administrator password to access your computer to complete our service. We may also require your lock screen password to gain access to your device to either diagnose it or test it.

We may keep a detailed note of your conversations with our engineers for records purposes.

#### **7.1. Your data – includes photos, emails, documents**

It is YOUR responsibility to ensure your data is backed up prior to repair. Tek Repairs NE will not be liable for loss of data whatsoever. We do offer a backup service – please ask for this BEFORE we start the repair. We usually ask our clients before we carry out a repair on a laptop or Desktop PC if you would like any data backed up.

Data loss during service is rare but always a possibility. It is your responsibility to have backed up your data before bringing your device to us. We are not responsible for loss, recovery or compromise of data, software, programs or loss of use of your product arising out of the services that we provide. It is your responsibility to ensure that no illegal files or data exists on your device. We may have made copies or backups of any or all of the data on your device. If we did then you need to know; all backups are stored on an external hard drive for a maximum of 2 weeks after the device has been returned. This is in case further work is required. We reserve the right to disclose any information that we hold as required by law - to protect our rights or when required to do so by judicial proceedings or request of a Police Officer.

We do offer a backup service - please ask for this BEFORE we start the repair. We mostly always ask our clients before we carry out a repair on a laptop or Desktop PC if you would like any data backed up.

## **8. REFUNDS FOR GOODS PURCHASED**

### ***Items Purchased In-store***

For Faulty Items: If a fault occurs within 30 days of receipt, we will either repair or replace. If this is not possible then a full refund will be given. Please return it back to the store you purchased it from with your original receipt of purchase and all original packaging. Failure to do so will result in a partial refund.

If you change your mind – If you have changed your mind or your product has been returned as “faulty”, but no fault has been found, you are not liable to a refund.

### ***8.1. Items Purchased Online (Also covers eBay purchases)***

Under the Consumer Contracts Regulations, you have the right to return your order up to 14 days from the day you receive your goods. If you have changed your mind, we will only accept the item for refund if the item is unopened, in its original condition and packaging with a receipt of purchase. You are responsible for the return delivery costs. If within 14 days you decide to return your item and it is opened, not in original condition or packaging, there will be a 30% restocking fee which will be deducted from your refund.

### ***8.2. Refund Exceptions***

Made to order items such as Custom PCs and Laptops are exempt and will not be refunded if you change your mind.

Software is non-refundable.

## **9. COMPLAINTS**

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

As soon as possible after the completion of the work carried out, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

## **10. PAYMENTS**

Payments are required after completion. Accepted payment methods are Cash, Bank Transfer, PayPal, Credit and Debit Cards or Online Payment through the invoice we send you to an email address provided.

If you are buying a custom-built PC, you will need to pay 25% of the total cost upfront. We also require a deposit on certain parts if we do not carry in stock.

If you want us to order parts for your device before, we have received your device then we will need a non-refundable deposit (This can be found in section 12.3). This payment must be made before we order any part without us having your device. This payment is to cover return postage in the unlikely event that you no longer wish for us to repair your device.

There are no credit or finance options available. There is no contract that would need to be signed for the late payment to come into effect. We give a grace period of 7 days after completion of repair.

There is no call out charges if you are within our list of Free Collect/Return postcodes, this list can be found on our website on our Contact page.

Some parts which are ordered in from a non-UK destination may be subject to Customs Charges; this charge will be added onto the total cost of the bill.

### **10.1 Payment Plans – Pay Weekly**

Pay Weekly payments are now accepted only if you wish to purchase one of our Refurbished Devices or require a Custom Computer to be built. This service is provided by ourselves and no company is used.

A minimum payment of £5.00 is required. Upon the final payment, we will arrange to either drop off or collection of the device/s. Device will not be given to the customer before the final payment has been made.

## **11. PRICES**

Prices are subject to change. Promotional services and items state the price and duration and such prices only apply at the time of the promotion. All prices are inclusive delivery charges except otherwise stated.

### **11.1 Late Fee for Payments – Home Clients**

- 7-day (1 week) late payment: 10% of total cost added onto bill
- 14-day (2 week) late payment: 15% of total cost added onto bill
- 21-day (3 week) late payment: 20% of total cost added onto bill
- 28-day (4 week/1 month) late payment: 25% of total cost added onto bill
- 56-day (8 week/2 month) late payment: 50% of total cost added onto bill
- 84-day (12 week/3 month) late payment: 100% of total cost added onto bill
- After 12 weeks/3 months – device will be sold to recuperate costs.

### **11.2 Late Fee for Payments – Business Clients**

- Business late payments: 30 days exemption, after 30 days: 10% of total cost added to bill
- Business late payments: 30 days exemption, after 60 days: 25% of total cost added to bill
- Business late payments: 30 days exemption, after 90 days: 75% of total cost added to bill
- Business late payments: 30 days exemption, after 120 days: 100% of total cost added to bill

### **11.3 Deposits for Parts**

- £0 – £25.00: Deposit of £5.00
- £25.00 - £50.00: Deposit of £10.00
- £50.00 - £100.00: Deposit of £20.00
- £100.00 - £150.00: Deposit of £30.00
- £150.00 - £250.00: Deposit of £50.00
- £250.00 - £499.00: Deposit of £100.00
- £500 +: Deposit equally to 50% of total cost
- Custom Computer (New): Deposit equally to 25% of total cost
- Custom Computer (Used): Deposit equally to 25% of total cost

## **12. DATA BACKUP**



When we complete a repair on your device and we perform a data backup, this data will be kept with us and secure for a maximum of 30 days. This is in case any problems arise on your device. If you do not wish for us to keep your data, please let us know so that we can securely delete it.

### **13. STORAGE FEES**

We can offer to store your device or purchase for a certain charge depending on how long you would like us to keep it for. This is ideal for people who are either unable to come and collect the device straight away, or you are getting your device repaired or purchased for either Birthday or Christmas presents. These charges will be charged on top of the final fee of the work carried out. We must be informed if you would like us to store it for you, otherwise we will count to 90 days then it would be classed as an abandoned device and we will recycle, sell, or use the parts.

#### **13.1 STORAGE FEES**

- Upto 1 week: Fee of £10.00
- Upto 2 weeks: Fee of £20.00
- Upto 3 weeks: Fee of £30.00
- Upto 4 weeks: Fee of £45.00
- Over 4 weeks: Fee of £50.00 + £10.00 per week thereafter

### **14 RECEIVING OF DEVICES**

When we receive your device, we ask that you do not provide us with additional items, such as:

- NO Bags (Carrier Bags or Laptop Bags or Laptop Sleeves)
- NO Accessories (Chargers - unless listed below)

What we require from you when we collect/receive your device to be repaired:

- Laptops - Device + Charger Only
- Consoles - Device Only
- Desktop PC - Device Only
- Desktop AIO PC - Device + Charger Only (NO Power Cables, e.g., Kettle Leads)
- Satnavs - Device Only

**All contents of the [tekrepairsne.co.uk](http://tekrepairsne.co.uk) website is Copyright © 2015 TEK REPAIRS NE**

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These terms and conditions are liable to change without prior notice or notification.

#### Our Contact Details

**Website:** [www.tekrepairsne.co.uk](http://www.tekrepairsne.co.uk)

**Phone (In Hours):** 07527 625 878

**Phone (Out of Hours):** 07340 532 630

**Support Email:** [support@tekrepairsne.co.uk](mailto:support@tekrepairsne.co.uk)

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