

**I FIX PC'S 'TERMS AND CONDITIONS OF SERVICE AGREEMENT'**

**NOTES**

PLEASE READ THE 'TERMS AND CONDITIONS OF SERVICE AGREEMENT' DETAILED BELOW, AND THEN SIGN TO SAY YOU HAVE READ; UNDERSTOOD; AND AGREE TO BE BOUND BY THE AGREEMENT.  
PLEASE ASK I FIX PC'S TO CLARIFY ANY POINTS YOU MAYBE UNSURE OF.

**I FIX PC'S CONTACT DETAILS**

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**1. IN HOUSE PRICING (CUSTOMER DROPS OFF GOODS TO I FIX PC'S PREMISES)**

- 1.1 INSPECTION FEE - £25(INCLUSIVE OF FIRST HOUR OF LABOUR). RATE THEREAFTER - £6.25 PER QUARTER HOUR.
- 1.2 ALL PRICING EXCLUDES COST OF ANY PARTS USED. PARTS WILL BE ADDITIONALLY CHARGED FOR.
- 1.3 I FIX PC'S ARE NOT VAT REGISTERED.

**2. CALL OUT PRICING (IPSWICH AREA ONLY)**

- 2.1 CALL OUT FEE - £40 (INCLUSIVE OF FIRST HOUR OF LABOUR). RATE THEREAFTER - £6.25 PER QUARTER HOUR.
- 2.2 ALL PRICING EXCLUDES COST OF ANY PARTS USED. PARTS WILL BE ADDITIONALLY CHARGED FOR.
- 2.3 I FIX PC'S ARE NOT VAT REGISTERED.

**3. PAYMENT**

- 3.1 PAYMENT MUST BE MADE AFTER COMPLETION OF WORK.
- 3.2 CASH OR CHEQUE IS ACCEPTED AS PAYMENT (PLEASE MAKE CHEQUES PAYABLE TO **I FIX PC'S**)
- 3.3 YOUR GOODS WILL NOT BE RELEASED UNTIL FULL PAYMENT HAS BEEN RECEIVED.
- 3.4 IF YOUR GOODS ARE IN I FIX PC'S WORKSHOP, THEY MUST BE PICKED UP WITHIN 7 DAYS OF THE WORK HAVING BEEN COMPLETED, UNLESS OTHERWISE AGREED. A STORAGE CHARGE OF £3.00 PER DAY WILL APPLY THEREAFTER.

**4. LABOUR WARRANTY. SUPPLIED AND FITTED PARTS INFORMATION.**

- 4.1 I FIX PC'S OFFERS AN ADDITIONAL FREE 3 MONTH LABOUR WARRANTY ON ALL WORK CARRIED OUT APART FROM SOFTWARE REPAIRS, SOFTWARE INSTALLATION AND SOFTWARE UPGRADES AS THESE ARE VIRTUALLY IMPOSSIBLE TO OFFER A WARRANTY ON.
- 4.2 PARTS SUPPLIED AND FITTED BY I FIX PC'S MAY COME WITH A MANUFACTURER WARRANTY(IF THE MANUFACTURER OFFERS ONE).
- 4.3 ANY CLAIMS MADE UNDER THE WARRANTY MUST BE SPECIFIC TO THE ORIGINAL WORK DONE AND/OR ORIGINAL PART SUPPLIED AND FITTED BY I FIX PC'S. ALL OTHER CLAIMS WILL BE CHARGED FOR USING I FIX PC'S 'PRICING' STRUCTURE.
- 4.4 THE WARRANTY/S OFFERED DO NOT AFFECT YOUR STATUTORY RIGHTS AS A CONSUMER.

**5. OTHER INFORMATION**

- 5.1 ANY CUSTOMER GOODS WHILST IN OUR CARE THAT ARE LOST OR STOLEN WILL BE REPLACED WITH AN ITEM OF EQUAL SPECIFICATION AND VALUE OR, IF THIS IS NOT POSSIBLE, WITH COMPENSATION TO THE VALUE OF THE ITEM.
- 5.2 ANY CUSTOMER GOODS WHILST IN OUR CARE THAT ARE ACCIDENTALLY BROKEN WILL BE REPAIRED, OR REPLACED WITH AN ITEM OF EQUAL SPECIFICATION AND VALUE OR, IF THIS IS NOT POSSIBLE, WITH COMPENSATION TO THE VALUE OF THE ITEM.
- 5.3 I FIX PC'S STRONGLY RECOMMENDS THAT BEFORE COMMENCEMENT OF ANY WORK YOU BACKUP DATA THAT IS DEEMED REQUIRED TO AN EXTERNAL DEVICE (E.G EXTERNAL HARD DRIVE). IF YOU REQUIRE I FIX PC'S TO DO THIS WE WILL BE HAPPY TO ESTIMATE YOU A PRICE.
- 5.4 NOTHING IN THE 'TERMS AND CONDITIONS OF SERVICE AGREEMENT' WILL AFFECT YOUR STATUTORY RIGHTS AS A CONSUMER.

**6. CUSTOMER DECLARATION**

- 6.1 I CONFIRM THAT THE GOODS ARE OWNED BY MYSELF OR I HAVE BEEN AUTHORISED BY THE OWNER TO REPRESENT THEM.
- 6.2 I CONFIRM THAT I HAVE READ; UNDERSTOOD; AND AGREE TO BE BOUND BY THE 'TERMS AND CONDITIONS OF SERVICE AGREEMENT' AND HEREBY AGREE TO ENGAGE I FIX PC'S TO PROVIDE ME (THE CUSTOMER) WITH SERVICES WHICH MAY CONSIST OF:- INSPECTION, DIAGNOSTICS, REPAIRS, UPGRADING, SUPPLYING PARTS, SOFTWARE INSTALLATION, HARDWARE INSTALLATION, AND ANY OTHER TASK WHICH THE PARTIES MAY AGREE ON LISTED BELOW:-

FULL NAME: ADDRESS:

SIGNATURE:..... DATE:

.....**END OF I FIX PC'S 'TERMS AND CONDITIONS OF SERVICE AGREEMENT'**.....

**I FIX PC'S EMAIL NEWSLETTER OPT IN**

WOULD YOU LIKE TO JOIN OUR EMAIL NEWSLETTER: YES/NO? EMAIL ADDRESS:

SIGNATURE: DATE:

**GOODS TAKEN IN RECEIPT - (I FIX PC'S TO FILL IN ONLY)**

DESCRIPTION OF GOODS: OTHER NOTES:

SIGNATURE ON BEHALF OF I FIX PC'S:..... NAME & POSITION:

DATE: