

Computer Repair: Terms and Conditions

1. **IMPORTANT** – customers are responsible for backing up any valuable or business critical data prior to the commencement of work or bringing to our attention the requirement to do so and providing exact details of the relevant data.

Stephensons IT Support Solutions will not be held responsible for the loss of any data.

2. All repairs carry a ninety-day warranty on labour, should the same fault re-occur.
3. All new parts have a full one-year warranty, if second hand parts are used (due to non-availability of new parts or price constraints) you will be advised.
4. All new parts are supplied from either the manufacturer or their agents.
5. An invoice will be issued detailing work carried out and parts used.
6. The most cost-effective resolution will ALWAYS be recommended.
7. Customers will be informed prior to any work being carried out if it would be cheaper to replace than repair.
8. Full details of any hardware or software costs will be provided before any work commences.
9. Please note that we charge a diagnostic fee of £25.00, this is non-refundable but will be deducted from your final repair bill.