

Novatech Service Centre

Terms and Conditions of Service

For Service Centre Backup



You must agree to these conditions in order to give your computer to our service centre for backup.

If you need anything clarifying, you must ask a member of Novatech staff to confirm.

These conditions are applicable in conjunction with the non-warranty terms and conditions of the service centre.

1. **Novatech Service Centre backup uses an automated script** developed and written by our in-house service centre team. It attempts to back up set files and folders. **It is not possible for Novatech staff to see your files whilst using the automated script.** A backup means copying your files and putting these copies somewhere else, leaving the original files intact.
 - a. **Novatech does not keep any of your files under any circumstance.**
 - b. **The original files are not deleted;** this means **your files will be on both devices** afterward.

2. **Novatech backup service does not backup software.** Software means programs, including Microsoft Office and Windows, or any games, or internet security, or other programs you might have installed.

3. **You need to provide something for us to attempt backup onto.** This means you need to supply a data storage device (such as a computer, or alternatively an external hard drive, for example). There **must also be sufficient free space** for the backup to complete successfully. **You can purchase such a device from us, if you need one** – it would of course be yours to keep.

4. **If your original PC runs Windows XP;**
The script will attempt to copy only the files found in C:\Documents and Settings. This means that the script will attempt:
 - a. Your and other users' **Desktop** - *Please note: shortcuts to programs will not work.*
 - b. Your and other users' **Documents** folder and all files contained within it
 - c. Your and other users' **Downloads** folder and all files contained within it
 - d. Your and other users' **My Pictures** folder and all files contained within it
 - e. Your and other users' **My Music** folder and all files contained within it
 - f. Your and other users' **My Videos** folder and all files contained within it
 - g. Your and other users' **Outlook Express** or **Windows Live Mail data file** (this contains emails and contacts)
 - h. Your and other users' **Microsoft Office Outlook 2003 or later data file** (this contains emails and contacts)
 - i. **No other files or folders will be attempted to be backed up.**

5. **If your original PC runs Windows Vista, Windows 7, Windows 8 or Windows 10;**
The script will attempt to copy only the files found in C:\Users. This means that the script will attempt:
 - a. Your and other users' **Desktop** - *Please note: shortcuts to programs will not work.*
 - b. Your and other users' **Documents** folder and all files contained within
 - c. Your and other users' **Pictures** folder and all files contained within
 - d. Your and other users' **Music** folder and all files contained within
 - e. Your and other users' **Videos** folder and all files contained within
 - f. Your and other users' **Windows Live Mail data file** (this contains emails and contacts)
 - g. Your and other users' **Microsoft Office Outlook 2003 or later data file** (this contains emails and contacts)
 - h. **No other files or folders will be attempted to be backed up.**

6. This service **does NOT include setting up any email program** on the computer that the data files were transferred to.

7. There are some user accounts created and used by the Windows system, such as **"Administrator", "Public", "Default"** amongst others. This backup service **WILL NOT** copy any files held in those user accounts.
 - a. Furthermore, **if you have moved any of the folders from their default locations**, for example you have moved your Outlook data file onto another drive or into another folder, this won't be backed up either.

8. **Novatech cannot be held responsible** if your files are unable to be backed up, or if they cannot be read or used following the backup. This is unlikely, but is possible, **especially so** if your original data storage device is failing.