

# Novatech Service Centre

## Terms and Conditions of Service

### For all non-warranty work



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

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

1. Novatech **cannot** take responsibility for any data stored on the computer whilst the computer is in Novatech's possession. This **includes all files and programs** on the computer, including any and all documents, pictures/photos, music, videos, emails, contacts, settings, downloads and software packages.
  - a. You **must** back up your data before having any work carried out on your computer. You **must** also ensure that you have any licences and discs for any programs that you wish to keep. Novatech offers a backup service at extra cost, please ask if you require this.
  - b. Any machine which is "*wiped and reinstalled*" or "*returned to factory settings*" would suffer **complete and total** data loss.
2. You **must check** that all items left in Novatech's possession are listed on the "repair request" form.
  - a. Novatech is **not responsible** for any items which are **not listed** on this form.
3. **Diagnostic charges do not cover the cost of any repair work.** The diagnostic service will only tell you what is wrong with your computer, **not fix it**.
  - a. We will **normally** provide you with a quote for repair when advising the results of the diagnostic service. There is **no obligation** to have the machine repaired following the diagnostic service.
  - b. If you **agree** to a repair, Novatech **will charge** you for any parts and labour used to repair your computer.
  - c. Service Centre **labour charges are fixed prices not hourly rates** and Novatech will not refund any labour if any repair requires a simpler resolution than initially anticipated, nor will we charge you more if something takes longer.
4. **All repair work undertaken by the Novatech Service Centre is guaranteed for the same issue for a period of three months** starting when the machine leaves our premises.
  - a. Novatech **will not** accept responsibility for infection from virus/malware whilst the computer is in anyone else's possession. All computers **must** have virus and malware protection installed to help prevent infection.
  - b. Any **new problems** which develop would **not** be covered under this guarantee.
5. You **must** disclose to Novatech all password(s) used to get into the computer or computer BIOS menus.
6. You **must** provide us with a suitable point of contact for the duration of the repair.
7. Novatech **will not** enter into a discussion with any third party regarding the work undertaken on your computer.
8. Novatech **will not** be responsible for any problems as a result of using any existing items or software (programs, operating systems) in combination with new parts fitted to your machine, or new software supplied or installed.