



Simple PC – Remote Support Plan - 12 Months

Terms & Conditions

What services are provided?

- The Support Plan consists of a remote connection between Simple PC and your PC by a computer consultant for repairs, maintenance & support for an unlimited duration per calendar month, subject to our fair usage terms & conditions.
- The Support Plan covers the consultant's time but excludes any required parts, and/or additional hardware/software required for which there will be an extra charge. Such items may require a visit to install, the reduced hourly rate (as detailed below) will apply. Software items may be posted which will incur a delivery charge. Installation can then be provided by remote connection or via telephone instruction.
- Whilst every effort will be made to meet customers' request for remote support we cannot guarantee to respond within 48 hours. We will endeavour to create a mutually convenient appointment for the support to take place. Should parts (hardware/software) be required the consultant will advise an approximate delivery date.

Software

- You agree to the installation of LogMeIn remote support software on your PC.
- Connection to your PC is made with a secure password or your Windows logon credentials, the data stream between Simple PC and your PC is protected by 256bit encryption.
- The software may be disabled at any time and re-enabled for the support sessions, full instructions will be provided.
- Whilst Simple PC has control of your PC you may take control and/or end the remote session should you deem it necessary via the LogMeIn software.

Costs

- The Support Plan will be provided for 1 calendar year for a one off payment of £250.
- Call out hours can be purchased at a discounted rate of £30 per hour.

Refund Policy

- The Support Plan can be cancelled at any time by you (the customer) giving 28 days written notice. A refund will be issued for any remaining full calendar months.
- Simple PC reserves the right to withdraw the support plan with immediate effect in respect of non-payment or for any other reason deemed appropriate.

Liability

- Simple PC does not guarantee to solve a problem within one session however the consultant will endeavour to solve or appropriately advise of a solution within a reasonable time.
- Simple PC will not be held liable for any loss, inconvenience or failure arising from installation of software updates or incompatible hardware.

Limitations

- The services will be provided for products bought and used in the UK only.
- This Support Plan is not an extended warranty.
- The Support Plan is only applicable to PC's with Genuine Microsoft Windows XP SP2/SP3, Vista SP1/SP2 or Windows 7 operating systems.
- Simple PC will NOT support any PC's containing Peer to Peer file sharing programs which promote downloading of copyright material. With consent such programs will be removed and the PC health checked before purchase of the Support Plan.

Fair Usage Policy

- Simple PC does not limit fair usage to a set hourly figure but may refuse further work within the calendar month period if it deems the amount requested to be excessive.

General

- The Support Plan is provided by Simple PC, Foxhall Business Centre, Foxhall Road, Nottingham, NG7 6LH. Tel. 0115 8450128/07789 488014 Email: simon@simple-pc.com

Data Protection

- Personal details held by Simple PC will be used for contact purposes only.
- Your details will not be disclosed to any third party.

Simple PC may wish to contact you about other services or offers by email. If you prefer not to be contacted for this purpose please tick the box

Customers Details

Name: _____

Address: _____

Telephone: _____

Email: _____

Signature: _____

Date: _____