



## Simple PC - Support Plan – 6 Months

### Terms & Conditions

#### What services are provided?

- The Support Plan consists of home visits by a computer consultant for repairs, maintenance, upgrades, support and tuition up to a maximum of 3 hours total duration per calendar month.
- A visit of less than 1 hour will be deemed to have taken 1 hour. All visits of over 1 hour duration will be calculated to the nearest half hour. Unused time within any particular calendar month cannot be carried forward unless the consultant is unavailable within a reasonable time or parts cannot be obtained by the end of the month.
- 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.
- Whilst every effort will be made to meet customers' call out requirements we cannot guarantee to respond within 48 hours. Should parts (hardware/software) be required the consultant will advise an approximate delivery date.

#### Costs

- The Support Plan will be provided for 6 months for a one off payment of £360.
- Additional hours can be purchased with a discount of 20% off Simple PC's standard hourly rate.

#### 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 visit 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.

## Upgrade

- At any time during your 6 month Support Plan you may upgrade to a 12 monthly term for the addition cost of £240. A further 6 months will be added to the end of your current 6 monthly terms.
- You will also be entitled to unlimited remote support for the remaining months of your contract, fair usage policy applies, please see above for details.

## 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](mailto: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: \_\_\_\_\_