



Gadget Guys I.T.

Providing Expert & Reliable Apple, I.T. & Website Services

THESE ARE THE IT & 🍏 SERVICES TERMS AND CONDITIONS THIS DOCUMENT IS SUPERSEDED BY ANY VERSIONS OF OUR IT & 🍏 SERVICES TERMS AND CONDITIONS ON OUR WEBSITE. www.gadgetguysit.com

Gadget Guys IT Limited, company registration number. 07681552.

Terms & conditions

Your use of the Gadget Guys IT services is governed by the following terms and conditions. Please read them carefully. They do not affect your statutory rights.

Our Agreement

By ordering services from the Gadget Guys IT you are entering into a contract with us. The terms below are important and set out our obligations to you and what you are agreeing to.

Booking Service Slots

If you wish to make an appointment for our service(s), you can do so by calling 01782 479 005 or business mobiles (given out at our discretion) or E-mailing support@gadgetguysit.com . Appointments for a Gadget Guys to visit your home or business can be made for a specific day and time, 7 days a week, and our Gadget Guys will visit you between 8.30am and 9.00pm. Appointments are subject to availability and will be allocated on a first come, first served basis.

The date of the appointment slot for your Gadget Guys service visit will be confirmed either via E-mail or verbally at the time of booking.

Sometimes it may be necessary to re-schedule an appointment due to factors beyond our control. If it is necessary to do this, we will telephone you to try to re-schedule another appointment as soon as reasonably possible at a mutually convenient time. In the unlikely event we do have to reschedule an appointment at any time you may cancel your order and no funds will be due.

We may need to arrange a repeat visit in order to fix a problem or finish a installation. All charges will be thoroughly explained and agreed upon before any additional visits or equipment is ordered.

Cancelling or Changing an Appointment

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You may cancel or make a change to a home appointment at any time before 6.00pm the day before the appointment date. Cancellations made before 6.00pm on the day prior to the appointment will not be chargeable. If you cancel or change an appointment after this time we will do our best to re-arrange our schedules and give you the next available appointment.

Service cancellations can be made by contact us using the details above.
Appointment changes can be made by contact us using the details above.

Cancellations for remote services (those services for which a Gadget Guy assists you but is not present, for example over the phone or an internet connection) may be made before use of the service commences.

Missed Appointments

If you are unable to keep a service appointment or there is no adult present at the address specified during booking when the Gadget Guys IT arrives then we will contact you to re-arrange an appointment. If you are out at the agreed appointment time and subsequently cancel your service order with the Gadget Guys IT we may charge a additional 20% of the charges to cover our cancellation costs.

Warranty

All the Gadget Guys IT services carry a one month warranty and the manufacturer's warranty on parts and equipment. This means if there is a recurrence of the same problem we had fixed or any fault which is connected to the service provided we will either try again to fix the problem at no extra charge. This service is totally at the discretion of the Gadget Guys IT and they will investigate and make a judgement call based on the individual case. Examples of where a extra charge would apply is where there is a intermittent software or hardware fault, new software / hardware has been installed / changed by the client after a Gadget Guys IT visit. In order to qualify for a no fee warranty visit the fault must be same as the fault fixed as recorded on the invoice of work carried out, if this is not the case and a Gadget Guys IT attends a appointment that would be chargeable.

In the unlikely event that we cannot fix the problem, a 20% charge of the callout fee will apply to cover travel costs. This excludes faults caused by the failure of other components after the repair has taken place, or by faults caused through the incorrect



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use of software or downloaded material, or by faults arising from accidental damage or incorrect use of the product.

Anything that is not charged as our time, for example cables, monitors, desktops, tablets, servers, etc the warranty is strictly with the manufacturer and not Gadget Guys IT Limited. Any claim must be made to the manufacturer directly and will not involve Gadget Guys IT Limited.

Service Visit Requirements

IMPORTANT: You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. We will not be responsible for any loss of data, information or records. If you book an In-Home or business service appointment we will need the following at the time of appointment:

an adult (over 18 yrs of age) who has a basic knowledge of the service required or any problems encountered must be present;

access to the area and equipment being serviced and the electricity mains, plus light and power;

your agreement to follow our reasonable instructions;

In addition to the above requirements, if we will be working on your computer we will need:

a person with administrator level access present;

any relevant software recovery disk(s) (or other media); and

a connected CD or DVD writer or reader.

Your computer system should have Microsoft Windows XP or later operating systems, if you do not have these our Gadget Guys IT will still try and complete the requested service but as earlier systems are not supported by the licensee chances of a successful resolution may be limited.

If your software is, or appears to be, unlicensed we reserve the right to stop any service or installation work until a licence has been given or purchased. The Gadget Guys IT service charge would still apply as the work could not be completed on legal grounds.

If you do not comply with the above requirements and we are unable to fix your computer there will be a charge for re-attendance of a service

Systems Excluded

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Our services exclude support for the following:

Domain & active directory based networks;

VPN and WAN networks;

Corporate infrastructure hardware (complex firewalls, switches etc.); and
Linux.

If your system includes any of the above (as becomes apparent to our Gadget Guys IT upon visiting), Gadget Guys IT may give you a quote to resolve the relevant problem

Software Licenses

Any software patches, upgrades or fixes applied to your system by the Gadget Guys IT during either a Remote Service or an In-Home or Business appointment, are licensed to you by us or the relevant third party licensors for your own reasonable personal and non-commercial use only unless otherwise stated. You may not supply such software to anyone else. The licensor retains all copyright and other intellectual property rights in such software.

Liability Exclusions

We do not have specific knowledge of your computer and its configuration. Whilst we will use our best efforts to minimise disruption to your system, we cannot be responsible for any unforeseen consequences of our services.

Our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty and take appropriate action.

We cannot be responsible or liable to you in relation to any service regarding:

any loss or corruption of data, information or records;

any loss of goodwill, or any loss of (or interruption to) business or contracts;

any failure by you to follow our reasonable advice, recommendations or instructions;

any losses you may suffer arising from your use of (or failure to use) any anti-virus software; and any loss that is not reasonably foreseeable.

Information We Require and Use of Information

We will ask you for certain details which we require to perform the service. This includes address and contact telephone numbers able to accept incoming calls and an e-mail address.

We may record your conversations with our Gadget Guys IT for training or records purposes. Your data protection and privacy rights regarding other information we may collect are set out in our Privacy Policy.

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Deposits and pre payment

For certain IT projects / clients deposits may be required, if you are issued with a deposit invoice items on that invoice are 100% non refundable and no refunds will be made.

Custom Order Items

Any items that have been custom ordered (order in specifically for you as a client) are 100% non refundable. As IT hardware and software is that bespoke we custom order everything for our clients to ensure they are getting the best equipment for their business. As a result all the items sold by us are non refundable.

Who We Are

We are Gadget Guys IT Limited, company name Gadget Guys IT Limited, company registration number: 07681552.

Registered office: Gadget Guys I.T. Podmore Street, Stoke-on-Trent, Staffordshire ST6 2EZ

Offices: Gadget Guys I.T. Podmore Street, Stoke-on-Trent, Staffordshire ST6 2EZ

In these terms and conditions, references to "we", "us", "gadget guy" and "gadget guys" are to Gadget Guys IT Limited

If you have any problems we would recommend you e-mail us at info@gadgetguysit.com however if you prefer to write we can be contacted at: Gadget Guys I.T. Podmore Street, Stoke-on-Trent, Staffordshire ST6 2EZ