



## **MILBORNE PORT COMPUTERS**

### **INCLUSIVE TECHNICAL SUPPORT PACKAGES T&C**

- ❖ Virus & spyware removal is included in our support packages but only where a proprietary anti-virus package is installed. This does not include "free" anti-virus products
- ❖ We do not guarantee to fix all problems by telephone support. Where necessary a callout will be chargeable @ £66 inc VAT, less any discount included in your package
- ❖ In-house labour refers to workshop charges on equipment delivered to and collected from our workshop in Milborne Port
- ❖ Telephone and remote support is not intended as a substitute for training. In the course of our work we are often asked to "show me how to do something ...". Whilst we are often able to help within given time constraints, we regret that we are not a training company
- ❖ We **do** support
  - Windows XP (Outlook Express etc.)
  - Windows Vista (Windows Mail etc.)
  - Windows 7, 8, 8.1 & 10 (Windows Live Mail etc.)
  - Microsoft Office (2007, 2010, 2013, 2016)
- ❖ We **do not** support
  - Printers (other than software issues)
  - Windows NT
  - Windows 2000
  - Windows ME
  - Windows 95 or 98
  - DOS
- ❖ Package charges are payable annually in advance
- ❖ Client data backup of documents, pictures email etc., remains the responsibility of the client. Whilst we will always try to secure client data when effecting repairs we cannot be held responsible for data loss or consequential loss
- ❖ These T&C are not an exhaustive list – situations not covered or foreseen are subject to discussion and reasonably mutual agreement