



RTEC IT CONSULTANTS CONSUMER TERMS & CONDITIONS FOR I.T. SERVICES

1. These Terms & Conditions

1.1 These are the terms and conditions for the services provided by *RTEC IT CONSULTANTS* the "Organisation /We /Us" to you, the "Client". By ordering any service from the Organisation you agree to be bound by these terms and conditions.

1.2 Nothing in these terms and conditions affect your statutory rights.

2. Order Process

2.1 The services provided by the Organisation can be ordered in the following ways:

2.1.1 Via the contact form on the Organisation website located at *www.rtecit.com*

2.1.2 Telephoning *RTEC IT CONSULTANTS* on the number listed at the bottom of these terms and conditions.

2.1.3 Emailing *RTEC IT CONSULTANTS* using the email address at the bottom of these terms and conditions.

2.2 The person ordering any service or supplying third party goods must be a minimum of 18 years of age.

2.3 Upon acceptance and confirmation of an order/service requested you will receive a booking reference/invoice number and where possible a booked service slot (where the service is to be provided on-site initially).

3. Payment & Title

3.1 Payment may be made by a valid and current credit or debit card or preferably cash payment or made through paypal with the request of these details and at *RTEC IT CONSULTANTS* discretion.

3.2 All payments should be made in person at time of onsite visit or via telephone if paypal payment is preferred.

3.3 For security reasons we do not accept credit or debit card details via email and so you should not send your card details via email.

3.4 For payments by cheque (at the discretion of *RTEC IT CONSULTANTS*) any goods supplied by our organisation will not be released or any services to be provided will not commence until the cheque payment has cleared our company accounts.

3.5 Where goods are purchased from the Organisation, title to such goods only pass to the Client once a complete and valid payment is made by the Client and received by the Organisation for those goods.

4. Services Provided

4.1 The Organisation provides the following services:

4.1.1 Desktop and laptop computer hardware repairs, specific-parts replacement and upgrades for Windows, Apple Mac and Linux operating systems.

4.1.2 The installation and configuration of new desktop or laptop computers running Windows, Apple Mac or Linux operating systems. Whether the computers are provided directly by us or by a third party supplier.

4.1.3 The installation, configuration or upgrading of operating systems, software and third party software for desktop and laptop computers running Windows, Apple Mac or Linux operating systems. Whether the software is provided directly by us or by a third party supplier.

4.1.4 The creation, installation, configuration or upgrading of wired or wireless hardware, software and cabling for computer networks. Whether provided directly by us or by a third party supplier.

4.1.5 The installation, configuration or upgrading of hardware and software security products, including anti-virus software, hardware & software firewalls, virtual private networks (VPNs) and other anti-intrusion and physical security equipment. Whether provided directly by us or by a third party supplier.

4.1.6 The installation, configuration or upgrading of hardware and software for virtualisation. Whether provided directly by us or by a third party supplier.

4.1.7 Additional services not listed above can be quoted for on request.

5. On-Site and Off-Site

5.1 The services detailed above can be provided on-site or off-site, depending upon the nature of the service required, availability of parts and products and the ease of configuring any product or service either on-site or off-site.

5.2 At the time of booking and on-site visit you will be informed as to which elements of any service will be provided on-site or off-site.

6. Remote Access

6.1 Where possible we may use remote access tools to access Client equipment.

6.2 We shall make an assessment as to whether remote access is suitable and possible in each case.

7. On-Site Requirements

7.1 The following are required for all on-site visits and repairs:

7.1.1 Easy access to the equipment to be serviced and the surrounding area.

7.1.2 Light and mains power, and where necessary a fully functioning telephone line, with or without internet access, (as applicable).

7.1.3 A person on-site with knowledge of the issue or issues affecting the equipment.

7.1.4 A person on-site with administrator level access privileges to the relevant equipment, (where required).

7.1.5 A person who is 18 years of age or over.

7.1.6 Valid, original and licensed versions of any software required, (unless being supplied by us.) Please note that we will not use, install or configure any unlicensed, copied or counterfeit software.

7.1.7 To inform *RTEC IT CONSULTANTS* of any animals/pets that may hinder a posed threat or potential risk whilst carrying out any service/sale of goods upon an on-site visit by *RTEC IT CONSULTANTS* at time of booking.

8. Data Backup & Loss

8.1 It is the sole responsibility of the Client to ensure that all data on any equipment is backed up and appropriately stored before any work commences.

8.2 We will not be liable for any data loss occurring on any equipment or data loss caused by the Client's failure to put in place or correctly operate appropriate data backup and storage procedures.

9. Cancelling or Changing An Appointment

9.1 A minimum of 24 hours notice will be required in order to cancel or change an appointment.

9.2 Where less than 24 hours notice of cancellation is provided by the Client we reserve the right to withhold or add up to 10% of any fees already paid or due to be paid by the Client in the form of a cancellation fee at *RTEC IT CONSULTANTS* discretion.

10. Missed Appointments

10.1 Any missed appointments will need to be re-booked by the Client.

10.2 On re-booking we will attempt to provide a convenient replacement slot, however we cannot guarantee that we will be able to provide a suitable slot.

11. Warranty Period

11.1 All hardware and equipment supplied and fitted by us is guaranteed for a minimum of 12 months (or more depending upon the manufacturer's own warranty).

11.2 All other work carried out by us is guaranteed for a period of 3 months, unless specified by *RTEC IT CONSULTANTS*.

11.3 Any warranty will be declared void where any failures or errors are caused by the subsequent incorrect use or maintenance of any item installed or configured by us. This includes the incorrect use of anti-virus, security or malware software or hardware provided and/or installed by us, or where such software or hardware is not kept up to date, by you the consumer.

12. Software

12.1 All software supplied and installed by us will be original and will be appropriately licensed. This will include an appropriate numbers of copies or seats when used by more than one user.

12.2 We will not install, attempt to configure or update any software, which appears to us to be unlicensed, improperly licensed, copied, or counterfeit, unless it is viably unknown to *RTEC IT CONSULTANTS*.

13. Limitation of Liability

13.1 We shall be not be liable to you as the Client in contract, tort, or otherwise (including negligence), pre-contract or other representations (other than fraudulent or negligent misrepresentations) or otherwise for any business losses or anticipated savings or for any indirect or consequential or loss whatsoever.

13.2 Nothing in this Agreement shall exclude or limit liability for death or personal injury resulting from our negligence or the negligence of servants, or agents used by us.

14. General

14.1 Failure by the Organisation to enforce any accrued rights under this Agreement is not to be taken as or deemed to be a waiver of those rights unless acknowledged by the Organisation in writing.

14.2 It is hereby declared that the foregoing paragraphs, sub-paragraphs and clauses of this Agreement shall be read and construed independently of each other. Should any part of this Agreement or its paragraphs, sub-paragraphs or clauses be found invalid it shall not affect the remaining paragraphs, sub-paragraphs and clauses.

14.3 The Organisation reserves the right to change these terms and conditions at any time on giving notice to Clients affected by updating through our website or the clients wishing to obtain a newer copy of the terms & conditions stipulated by *RTEC IT CONSULTANTS*.

14.4 This Agreement sets out the entire agreement and understanding between the Organisation and the Client and is in substitution of any previous written or oral agreements between the Organisation and the Client.

15. Jurisdiction

15.1 This Agreement shall be interpreted construed and enforced in accordance with English law and shall be subject to the exclusive jurisdiction of the English Courts.

16. Organisation Contact Details

Our contact details are as follows:

RTEC IT CONSULTANTS, 10 Kingsley Avenue, Torquay, Devon, TQ2 7FE

Email: *Info@rtecit.com*

Telephone

From within the UK: *07467322649*

International: *447467322649*

Website

www.rtecit.com