

SoHo Computer Doctors Ltd. Terms And Conditions

Our contract with you

1. These terms apply when you purchase an IT Helpdesk subscription or ad-hoc support either via telephone or online via www.sohocd.com
2. **Service Provision**
 - 2.1 This service is not a substitute for you taking appropriate steps to maintain and safeguard your computer systems using regular backups, running up-to-date anti-virus products and adopting other relevant security and maintenance procedures.
 - 2.2 In providing this service we will use our best efforts to provide on-site and remote support within the timescales agreed with you. However all dates and times are estimates and we cannot guarantee that we will meet them.
 - 2.3 If as part of this service you are required to install any software you agree to install and keep this software. If you refuse to install this software this may mean that we have to offer a reduced level of service or withdraw the service completely.
3. **Payment/Termination**
 - 3.1 You agree to pay the appropriate charges for this service as set out in your contract and/or on our website site.
 - 3.2 Ad-hoc payment may be made by cash, cheque or credit card
 - 3.3 Subscriptions must be paid for by Direct Debit
 - 3.4 You may cancel your subscription and get a full refund within 7 days of signing up if services have yet to be provided
 - 3.5 Either party may terminate this agreement by giving 30 days notice

Service Specifics

4. **PC Security Check**
 - 4.1 For a one off fee per PC, this service provides:
 - a) remote analysis of your PCs security threats and possible points of failure.
 - b) a report of findings and recommended actions.
 - 4.2 We cannot accept responsibility should your PC fail during our security check and we cannot guarantee that you will or will not experience the threats outlined as part of the security check or that we will be able to complete our full checks
 - 4.3 We will need full control of the PC during the time required to complete our security check - the system cannot be used for any other purpose during this check.
 - 4.4 We may be unable to perform some of the security checks due to technical or operational reasons.
5. **IT Helpdesk PC and Server Subscription**
 - 5.1 Subscriptions to these services are based on the number of PCs and/or servers you have on site. At this time we do not support Linux or Apple based computers under this scheme. Support for these systems maybe provided on an ad-hoc basis.
 - 5.2 This service provides you with:
 - a) On-site or remote access for supporting and diagnosing PCs and servers
 - b) Telephone support and diagnostics on the items listed in this agreement.

- c) Support is provided Monday-Saturday 9am-9pm (excluding bank holidays) except with prior arrangement
- d) In the event of an operative not being immediately available to diagnose your fault we will endeavour to return any messages left on our 07875 20 30 48 support line within 4 working hours.
- e) Charges for this service are for a reasonable level of support provided for your computer systems. If we believe that this service is being used excessively, for example as a replacement for training or failing to comply with paragraph 2.1, we reserve the right to charge for our services on an hourly basis. Charges are detailed on <http://www.sohocd.com/rates.htm>

6. Ad-Hoc Support (Non Subscription Support)

- 6.1 Services are provided as described on our website at www.sohocd.com. This service is based on an hourly rate as described at <http://www.sohocd.com/rates.htm>. There is a minimum charge of 1 hour. Our engineer will carry out fault diagnosis, repair, configuration and installation of the computer hardware as described in this agreement.
- 6.2 Site visits are available Monday-Saturday 9am-9pm (excluding bank holidays) except with prior arrangement. Visits are usually made within 48 hours of agreeing to your request.
- 6.3 You must give access at the time of the agreed visit. Failure to do so may require us charging for the missed appointment.
- 6.4 If your fault cannot be rectified on site we will give you the option to have the fault rectified off site.
- 6.5 If your hardware requires repair we will provide you with a quotation to carry out this repair if it is an item that we can obtain parts for.
- 6.6 If we replace your main hard drive we will install the original operating system onto your machine provided that you have the relevant licence key(s).
- 6.7 If your hardware is faulty and under warranty we will endeavour to liaise with the equipment manufacturer on your behalf. We will not repair any equipment under warranty.
- 6.8 The prices for this service do not include any parts required.
- 6.9 Charges are payable on receipt of invoice

7. General Terms

- 7.1 You agree:
 - a) to our engineers or approved contractor having remote access to your computer systems
 - b) to install or allow us to install approved anti-virus protection to all systems (subject to any software licence fees)
 - c) to have technical details regarding your systems recorded on our databases
 - d) to allow us to create any administration accounts that we may require
- 7.2 We do not guarantee that we will be able to fix all faults reported to us, or that we will be able to advise you on all issues raised.
- 7.3 We are not liable for failures in any of the supported applications and operating systems. We recommend that you perform regular backups as we cannot accept any liability for loss or corruption of your data.
- 7.4 If a fault is due to an item not covered by the remote support sections of this agreement it is your responsibility to arrange an on-site visit with us or via a third party.