



A personal service in an impersonal world

General Working Terms and Conditions

This is here simply for legal reasons. At PChelp4U we consistently deliver what we promise and leave our customers happy with our service. However, should you have any concerns or if you are interested in your legal rights then please read through the following.

The term 'PChelp4U' or 'us' or 'we' refers to the owner of the website whose registered office can be found on Companies House. The term 'you' refers to the user or viewer of our website.

PChelp4U is a trading name of BIGcheese Solutions Limited. Company registration number: 7175164.

Head Office address: Units 10 – 10A, Woodway Farm Industrial Estate, Bicester Road, Long Crendon, Bucks, HP18 9EP.

Payment Terms

Payment is always due on delivery or return of the hardware involved unless you are a business client and/or credit terms have been agreed prior to the work being undertaken. General services payment terms are 7 days for business customers unless otherwise agreed.

We reserve the right to apply interest at the rate of 8% above the Bank of England base rate on 31st December for debts becoming overdue between 1st January and 30th June and on 30th June for debts becoming overdue between 1st July and 31st December.

Payment for hardware costing more than £200 typically requires a deposit of at least 20% upfront before an order can be placed.

Until payment has been received and reconciled in full, all hardware remains the property of PChelp4U.

After-sale assistance: email sales@pc-help-4u.co.uk.

Quotations

Quotations are typically valid for 14 days from the time of issue. Please check your quotation for the exact period of validity.

Any change to the scope of the work may result in the quotation being made invalid. Should this occur, an updated quotation will be issued to replace the original.

Quotations are also subject to product availability at the time of issue. Cost and timescales may be affected by stock levels at the supplier.

Cancellation of Scheduled Work

If you need to cancel an appointment, PChelp4U request that at least 24 hours' notice be given. Cancellation at short notice may incur a penalty charge, particularly if the technician is already en route. Rescheduling will take place at the next available timeslot for both parties.

Any deposits that you make for the supply of new hardware or software are strictly non-refundable.

You may exercise your right, as a consumer, to cancel any contract within 14 days unless the work has already been completed. All cancellation emails should be sent to sales@pc-help-4u.co.uk. When cancelling, you, the consumer, are liable to pay to us reasonable costs.

Liability Exclusions

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.



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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.

Work carried out by PChelp4U

PChelp4U accepts no liability in respect of any problem(s) we are unable to remedy due to any factors beyond our control. These include (but are not limited to) the specification, age, or condition of your hardware or software, failure to provide appropriate software licenses, discs, drivers or any issues with your Internet Connection.

Work carried out by 3rd Parties

PChelp4U accepts no liability in respect of any problem(s) caused by non-PChelp4U approved technicians working on your systems. We request that before any other parties are given access to your IT systems that we are informed, so that we can provide relevant guidance and information to them, or can monitor, coordinate and restrict their access. This is to avoid actions that may damage your system or cause disruption.

Goods provided by PChelp4U

New hardware is typically sold with a 7 day warranty from PChelp4U. Beyond 7 days, hardware is covered by the manufacturer warranty and the manufacturer should be contacted to resolve any fault.

We will endeavour to resolve minor issues that may arise within 7 days without obligation. Faults that develop outside of the 7 days are not the responsibility of PChelp4U. It is important that you fully test the hardware during the 7 days to ensure it is working as intended and raise any issues promptly. However, PChelp4U will always endeavour to assist with any problems that arise from the goods and services that we provide to you.

Second-hand hardware is sold as seen with no formal warranty unless otherwise agreed. We thoroughly test all hardware before selling it to ensure it is working correctly. We are under a legal duty to supply goods that are in conformity with the contract.

Services provided by PChelp4U

Where PChelp4U are providing a resold service with a trusted partner, we are not responsible for any disruption to this service. We can assist in resolving issues and liaise with their support team. There will be a support charge incurred at our standard hourly rate for this assistance.

In the first instance, we recommend that you raise the issue with us first and we will advise whether the issue is best resolved by PChelp4U or by the service provider's own support team.

Confidentiality and Privacy

PChelp4U recognises your right to privacy. We use security precautions to make sure any information we collect about you remains private and is in accordance with the Data Protection Act. Your private information (including your name, address and e-mail address) is not shared with any individuals or organisations outside of PChelp4U unless you have authorised us to do so.

When you become a customer of PChelp4U, you automatically opt in to our newsletter service and may, from time to time, be sent e-mail notices about new services or special offers. If you ever wish to be excluded from these mailings, please send an e-mail message to PChelp4U requesting you be dropped from future newsletters including your name and e-mail address in the message or click the unsubscribe link at the end of the email you have received.



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At any time, users may request that their information be removed from our database by sending an email request. If you have any further questions about this Web site or privacy policy, please contact PChelp4U. PChelp4U treat all data in strict confidence – you can view our Privacy & Cookie Policy at www.pc-help-4u.co.uk/privacy-policy

Hardware Left with PChelp4U

Hardware left with or taken to the workshop by PChelp4U is fully insured against fire, theft and damage. We are not liable for any further faults (or unreported faults) that arise during the period that the hardware is in our possession.

You are advised that due to the nature of the work, there is always some risk when working on upgrading/repairing PC hardware (testing and upgrading can stress components). We work following best practices to avoid placing any unnecessary risk to your hardware.

By leaving the hardware with us, you are confirming that you are happy to accept this liability. Once work is completed, we request that you arrange collection at the earliest possible juncture. Failure to collect your hardware or to respond to communications may result in your hardware becoming forfeit and being disposed of. We will always wait at least 28 days before taking this course of action.

Return Visit and Complaints Policy

In the event of any dissatisfaction with the service provided by PChelp4U, please contact us in writing, within 7 days of completion, to discuss the issues encountered. Within the scope of the originally agreed work, PChelp4U will always endeavour to come to a mutually satisfactory outcome in the event of any dissatisfaction with any service or goods provided as customer service is our number one consideration.

The warranty period for our services is 7 days. Issues raised outside of this period are subject to charge. For issues unrelated to our work completed or outside the scope of the agreed work, PChelp4U is not responsible and additional work will be chargeable. It is vital that you fully test and confirm any solution or work we perform upon completion and confirm the work as completed.

By signing the return form with the engineer present, you are agreeing that the work has been carried out to your full satisfaction and thereby waiving your right to any kind of refund.

Remote Support

PChelp4U offers both ad hoc and contract remote support to domestic and business users. Please view our Remote Support - Terms and Conditions at www.pc-help-4u.co.uk/documents/Remote-Support-Terms-and-Conditions.pdf