

M&M Computer Services

Servicing all your computer needs



Terms and conditions

Please take time to read all of our terms and conditions before using any of our services

NO-FIX-NO-FEE policy:

The NO-FIX-NO-FEE promise covers all labour after our successful diagnosis of the computer problem. It is only applicable if the engineer is technically unable to fix the problem and not due to the unwillingness of the customer to purchase necessary parts, lack of time or other factor out of the engineers control. The promise applies to the first problem reported to us. Subsequent problems that are resolved will be charged at the normal hourly rate.

Data

M&M Computer Services cannot be held responsible for any kind of data loss. All repairs and work is undertaken on the understanding that data has been backed up prior to the work being carried out. Should you wish for your data to be backed up we will carry this out at the normal hourly rate. Please note although every effort is made to save your data, as with all computer work, there is still a risk of some data loss.

Software

If M&M Computer Services install new software on your machine(s) we will advise you of this. It is then your sole responsibility to acquire the appropriate license's for the installed software. M&M Computer Services cannot be held responsible for any issues arising with software licensing. We can of course assist you in purchasing licenses.

Hardware

Should your PC require an upgrade or new hardware M&M Computer Services can obtain and install these parts on your behalf. All new hardware installed by M&M Computer Services will be covered by the manufacturer's standard warranty and in addition a 10 day guarantee for labour from M&M Computer Services. M&M Computer Services cannot be held responsible for any delay in obtaining hardware that is out of our control.

Price promise

This promise only applies to computer service and maintenance companies within the Woking district. To be legible for the discount, proof must be presented in writing of the cheaper quote. Should a 5% discount apply, this will be taken off your total bill at the time of invoicing.

Response time

We make every effort to answer emails within 12 hours, and have an engineer at your home within 72 hours. However M&M Computer Services cannot be held responsible for factors out of our control which would cause a delay. Although most problems are normally fixed at the first call, it may be appropriate to make a mutual time to complete the work.

Email and phone support services

We offer various other means of support apart from our in home computer repair service. Our email support service includes communication to us via our email addresses regarding any computer problems or questions you may have. For every 5 emails we answer, regardless of whether this solves your problem directly or not, we reserve the right to charge £10. We also offer a live phone support service. This will be charged at £10 per half hour. Our NO-FIX-NO-FEE promise is not valid on either the email or phone support. Please note, this is purely advice so we cannot be held responsible for any damage or any other problems resulting from actions taken.

Prices – As of 01/01/2006

Our standard rate of £30 per hour will be rounded up to the next half hour. Our minimum charge is for £30, which includes an hour's labour. We charge an out of area surcharge if you live 6 miles from Woking Train Station. Should you need a more complex repair it may be appropriate to take your PC offsite to complete the work. Prices can change without prior notice. Should you wish to have your pc collected and returned (On more complex jobs such as rebuilds) we charge £20. This includes setting up the machine and testing to make sure the internet, e-mail and printers are working.

Invoices and payment

Invoices will be sent within 48 hours after the work is completed. Payment must be received within 10 days from the invoice date. Acceptable payment methods are: Cash, Cheque, Credit / Debit card and direct bank transfer. Credit and debit payments can be made via nohex.com using the email payments@techyhelp.co.uk only. An additional 3.5% service fee will be added to your invoice should you use the Nohex service.

Complaints

If you have a complaint with any part of our service or this website, please email or call us. We will do all we can to come to a resolution as soon as possible. Your statutory rights are not affected.

Data Protection

All personal information gathered by M&M Computer Services will be confidential and for the sole use of M&M Computer Services. We will never pass on or sell ANY of your personal information to a 3rd party company and/or organisation. All personal data obtained by us will be destroyed after use. Should you wish to obtain the information we have on file regarding yourself, please contact us in writing.

Price Comparison Table

The data gathered in our comparison table was collected via telephone, email or the respective company's website. We cannot be held responsible for incorrect data. All data is correct as of November 2004.

Email and mailings

Occasionally we could email or mail you information about our services and special offers. These emails and mailings are intended to give you best information possible about the service we offer. If however you would prefer not to receive these emails or mailings, simply send a blank email to unsubscribe@techyhelp.co.uk and you will be removed from our lists in 48 hours. Please note we will never sell or pass on your email address or any other personal information.

Updated 10th December 2005. Terms and conditions can be changed without prior notice.