

Terms and Conditions for E & S Computers Annual Customer Support Packages

1. Payment is annual or invoiced monthly – we also accept BAC's payment and we can take debit or credit card payment in store, or over the phone. We also accept cash and cheques.
2. Hours of service are Monday to Friday 9.00am till 4.00pm
3. We support all kinds of devices ranging from Mac and Windows Desktop PCs to laptops and portable devices e.g., netbooks. The plans do include support for printing to serviceable printers only.
4. **What's not included in the support plans** – Tablets, Kindles, Mobile Phones and fixing faulty printers. Modern printers are not designed to be dismantled and repaired, and even when it is possible it is rarely cost effective.
5. Service Level Agreement – contact us before 12:00 noon and we will endeavour to deal with your call immediately. If we are unable to, we will call you back the same day. Call after 12.00 noon and we will endeavour to deal with your call immediately. If we are unable to, we will call you back either the same or next working day at the latest.
6. Remote Support is dependent on a working broadband/internet connection – in some cases, for example, local network issues/broadband issues, severe virus infections, hardware faults which we would not be able to resolve remotely or over the phone. We would have to either visit your premises, or your computer would have to be brought into our workshop and standard pricing rates would then apply. The 10% Discount would then come into effect.
7. If you exceed the terms of our fair use policy then our normal rates will apply.
8. Whilst the plans are designed for one or two PCs you can have as many PCs as you wish covered, however once the fair usage policy has been reached on however many PCs, our normal rates will apply.
9. The 10% discount does not apply to any hardware purchases, these will be quoted for in the normal way.