

Terms & Conditions



The following are terms of a legal agreement between you and GET TO I.T By accessing, browsing and/or using anything on this site and the server it's hosted on, you acknowledge that you have read, understood, and agree to be bound by the terms below and to comply with all applicable laws and regulations.

1. Authorisation

The client authorises GET TO I.T to conduct an evaluation of the machine to determine the nature of the fault and provide an estimate of cost for the of the machine. The evaluation / diagnostic fee is £45 and no work beyond this evaluation will be charged, without explicit client approval.

The client authorises GET TO I.T, its employees, and agents, to receive and transport this media/equipment/data to and from their facilities.

2. Legal Rights

The client is the legal owner or authorised representative of the legal owner of the property and all data and components contained therein sent to GET TO I.T.

Any property left with GET TO I.T unclaimed for 90 days, will be disposed. At which time, GET TO I.T shall have no liability to the client or any third party.

3. Limited Liability

GET TO I.T shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service.

In no event will GET TO I.T be liable for any damage to the laptop/desktop, loss of data, loss of revenue or profits, or any special, incidental, contingent, or consequential damages, however caused, before, during or after service even if GET TO I.T has been advised of the possibility of damages or loss to persons or property. GET TO I.T liability of any kind with respect to the services, including any negligence on its part, shall be limited to the contract price for the services.

The client and GET TO I.T agree that the sole and exclusive remedy for unsatisfactory work shall be, at GET TO I.T 's option, additional attempts by GET TO I.T to recover satisfactory data or refund of the amount paid by the client. The parties acknowledge that the price of GET TO I.T services would be much greater if GET TO I.T undertook more extensive liability.

The client is aware of the inherent risks of injury and property damage involved in laptop/desktop repair, including without limitation, risks due to destruction or damage to the machine, media, or data and inability to repair the machine or recover data, including those that may result from the negligence of GET TO I.T, and assumes all known risks of injury and property damage that may result.

4. Confidentiality

GET TO I.T agrees not to disclose all information or data files supplied with, stored on, or recovered from client's equipment except to employees or agents of GET TO I.T subject to confidentiality agreements or as required by law.

5. Payment

Payment is due in full upon completion of successful repair, prior to release of the repaired machine (whether shipped, or picked up), unless by special previous arrangement.

The client is financially responsible for all shipping costs, to and from GET TO I.T.

We accept Cash, Cheque, BACS, and PayPal.

6. Warranty

30 days warranty on all hardware repairs. GET TO I.T disclaims any data warranty of any kind.

7. Agreement

The parties shall submit all disputes relating to this Agreement (whether contract, tort, or both) to arbitration, in accordance with the UK business rules. Either party may enforce the award of the arbitrator in a Court of competent authority. The parties understand that they are waiving their rights to a jury trial. The arbitration shall take place in the UK.

POLICY

Our policy means that if the engineer does not possess the necessary technical knowledge or ability to resolve the problem or effect the repair, then a small diagnoses fee of £65 will be charged.

If the engineer can resolve the problem or effect the repair but is only prevented from doing so by the customer requesting the engineer not to proceed with the work, then the customer is charged for the engineer's time spent to that point - i.e., a minimum of 1 hour.

If the engineer can resolve the problem or effect the repair but is only prevented from doing so because the customer does not possess the required (spare) parts, software CD-ROM or Product Key, then the customer is charged for the engineer's time spent to that point - i.e., a minimum of 1 hour.

If the engineer provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component, then the customer will be charged for the engineer's time spent to that point - i.e., a minimum of 1 hour.

The policy does not apply to work related to data recovery, computer virus or spyware problems.

DISCLAIMER

Although all attempts are made to provide accurate, current, and reliable information, you should recognise the possibility that errors may exist in the information available on this Web site. GET TO I.T expressly denies any warranty of the accuracy, reliability, or timeliness of any information made available on this Web site and shall not be liable for any losses caused by reliance upon the accuracy, reliability, or timeliness of the information. A person who relies upon information made available on this Web site does so at the person's own risk.

Before following any advice or installing any software or hardware recommended or mentioned on this site, you are strongly encouraged to do a full backup of your data and system.

GET TO I.T shall under no circumstances be responsible for data loss or system failure.

Services and products advertised on this site may be changed or discontinued without prior notice. Prices for services or products are subject to change without prior notice.