The following are terms of a legal agreement between “we” being Safe and Secure Computing and “you” being the customer.

We shall not be liable for any failure or delay in performance due to any cause beyond its control. It is your responsibility to back-up the software and data that is stored on your computer, hard disk drive(s), and/or on any other storage devices you may have, we shall not be responsible at any time for any loss, alteration, or corruption of any software, data, music, pictures or files.

Payment:
You agree to pay £20 per hour for any onsite work for residential clients and £30 for commercial.
Payment is due in full upon completion of successful repair, prior to release of the repaired machine.

Confidentiality:
We agree not to disclose any and all information or data files supplied with, stored on, or recovered from your equipment subject to confidentiality agreements or as required by law.

Data Backup:
You are responsible for ensuring that you have backed up all data on your computer before we access your system. We will not be responsible for any loss of data, pictures, information or programs on your computer.

If you have not made any backups of your data then we can do this for you. Please contact us as soon as possible to arrange for your data to be backed up before we start work on your computer. Please note, mechanical failure of your hard disk or other components inside your computer can occur without warning during our intensive diagnostics. Virus and malware infections can also damage your data and could lead to unpredictable problems and could result in data loss.

Although we do not have specific knowledge of your computer configuration we will attempt to minimise disruption to your system as much as we can but we cannot be responsible for any unforeseen issues that may arise from any of our services.

Manufacturer Warranty:
Please note that if your computer system or equipment is under manufacturer warranty our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer’s warranty.

Abandoned Computers, Phoned or Devices:
Any computer that has been left abandoned for over 90 days will be recycled or disposed if prior arrangements have not been made.

Warranty
30 days warranty on any hardware device that we have repaired.
No warranty will be granted on water damaged repairs.
All systems will have a diagnostic charge of £15 that if wavered with the repair. If you do not wish the repair to be carried out then then minimum fee will be £15.
Water damaged devices will be £30 for the service even if there is no fix.

Contact:
07764 800909
2 King Street,
Doune, FK16 6DN