

Personal Computer Support Contract

Terms and Conditions

Make and Model of device: _____

This is an agreement between the customer and One36 Computing Ltd with premises at 136 Comiston Road Edinburgh.

The agreement must remain in place for a minimum period of 12 months.

The device or devices covered by the agreement must be specified at the time of setting up the agreement. Additional devices may be added to the agreement for the requisite increase in monthly payment.

If you wish to change the device covered by the agreement then this is possible once in each 12 month period. The change of device must be notified to One36 Computing as soon as the new device is acquired.

Devices can be desktop computers, laptops, tablets or smartphones and they can be running any of the following operating systems: Windows, MacOS, iOS or Android.

The agreement covers all labour costs for work relating to repairing problems with the named computing device; it also covers work to existing networks at your home and printing facilities.

It includes an annual service for each device covered which will be carried out within a month of the start of the agreement. The service will include the installation of Team Viewer software on to the device. This software must be left on the device to be used if a repair requires remote access.

One36 Computing Ltd will determine the most appropriate method of repair whether it is an onsite visit, the device being brought to our Office at Comiston Road or via remote access.

The agreement does not cover work related to installation of new equipment nor replacement parts nor does it cover training.

Costs (inclusive of VAT)
£15 per month for the 1st device
£10 per month for a 2nd device
£8 per month for each additional device

Data: One36 Computing Ltd accepts no responsibility, under any circumstances, for any customers' data. It is the responsibility of the customer to ensure that they have adequate backups of any and all data.

I have read and understand the above terms and conditions and agree to them in full

Name:.....

Dated:.....

Signed:.....

Company registration: SC274405
Registered Address: 60 Constitution Street,
Edinburgh EH6 6RR
VAT No.: 847 892 173

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