

Terms of Service

1. Services Provided

We provide computer repair, diagnostics, upgrades, maintenance, and related IT services. Services may include hardware and software repairs, virus removal, data recovery (where possible), and installation of parts or systems.

2. Quotations & Payment

2.1 All quotations are based on initial inspection and are valid for 14 days unless otherwise stated.

2.2 Quotes are estimates and may change if additional faults are discovered. The Customer will be contacted for approval before further work is carried out.

2.3 A diagnostic fee of £30 may apply if a repair is declined after inspection.

2.4 Full payment is required upon completion and before collection or return of the device.

2.5 We reserve the right to request a deposit or full upfront payment before commencing work, particularly for special-order parts, custom builds, or the supply of new devices.

2.6 All new devices, special-order items, and custom-built systems must be paid for in full prior to ordering or procurement. These items are non-refundable once ordered, except in cases of manufacturer fault.

2.7 Deposits and upfront payments are non-refundable once work has begun or parts/devices have been ordered.

2.8 Devices will not be released until payment is made in full.

3. Product Sales & Warranty

3.1 All products sold may be new, refurbished, or third-party unless otherwise stated.

3.2 Hardware supplied by Wadebridge Computers is covered by a 12-month manufacturer's warranty, subject to the manufacturer's terms and conditions.

3.3 Wadebridge Computers provides a 12-month guarantee on all custom-built systems, covering faults related to workmanship and assembly.

3.4 Warranty and guarantees cover faults arising from defective parts or workmanship only.

3.5 Warranty does not cover:

- Accidental damage
- Liquid damage
- Misuse or neglect
- Unauthorised repairs or modifications
- Software-related issues unless explicitly included

3.6 Any warranty claim must be returned to us for inspection.

3.7 The manufacturer's warranty is handled in accordance with the manufacturer's policies, and repair/replacement times may vary.

4. Repairs & Service Work

4.1 Repairs will not begin without Customer approval of the quoted work.

4.2 While we take care during repairs, some faults may worsen due to pre-existing damage or device condition.

4.3 Repair times are estimates and not guaranteed.

4.4 "No Fix, No Fee" applies only where explicitly stated and excludes liquid damage and diagnostic work.

5. Parts & Components

- 5.1 Replacement parts may be new, refurbished, or equivalent quality components.
- 5.2 We are not responsible for manufacturer design faults or future component failures unrelated to our repair.
- 5.3 Any special-order parts require a deposit and may not be returnable.
- 5.4 All parts fitted remain the property of Wadebridge Computers Ltd until full payment is made.

6. Customer Responsibilities

- 6.1 Customers must provide accurate information about faults and device history.
- 6.2 Customers are responsible for backing up all data prior to service.
- 6.3 All passwords, access codes, and necessary permissions must be provided where required for testing.

7. Liability

- 7.1 We are not liable for any data loss, corruption, or recovery failure.
- 7.2 Our liability is limited to the cost of the service provided.
- 7.3 We are not responsible for indirect or consequential losses, including loss of income or business.
- 7.4 We are not liable for faults caused by pre-existing conditions or third-party interference.

8. Abandoned Goods

- 8.1 Devices not collected within 60 days of notification may be considered abandoned.
- 8.2 We reserve the right to charge storage fees of £1 per day.
- 8.3 Abandoned items may be sold or recycled to recover costs after reasonable attempts to contact the Customer.

9. Cancellations & Refunds

- 9.1 Repairs may be cancelled prior to work commencing without charge.
- 9.2 If work has begun, cancellation may incur charges for labour and parts.
- 9.3 Deposits are non-refundable once parts are ordered.
- 9.4 Refunds are only issued where a repair fails within the warranty period and cannot be resolved.

10. Data Protection (ICO Compliance)

- 10.1 We handle personal data in accordance with UK data protection laws.
- 10.2 Customer data is used only for the purpose of providing services and will not be shared with third parties without consent unless required by law.
- 10.3 Devices may be accessed for testing purposes; however, all data is treated confidentially.
- 10.4 We are registered with the Information Commissioner's Office (ICO) and comply with applicable data protection laws, including UK GDPR.

11. Changes to Terms

- 11.1 We reserve the right to update these Terms of Service at any time.
- 11.2 The latest version will be available upon request or on our website.

12. Conduct Towards Staff

12.1 We operate a zero-tolerance policy towards abusive, threatening, or inappropriate behaviour.

12.2 We reserve the right to refuse service or terminate work if such behaviour occurs.

12.3 Any customer displaying such behaviour will be asked to leave the premises.

12.4 In serious cases, further action may be taken if necessary.

13. Contact Details

Wadebridge Computers Ltd
16 Polmorla Walk
Wadebridge
Cornwall
PL277NS
01208 815956
info@wadebridgecomputers.uk

By using our services, you confirm that you have read and agree to these Terms of Service.