



## Remote & Telephone Support Contract Terms & Conditions

### IMPORTANT!

#### You're Right to Cancel

If you call us and request our Remote Support Service (as defined below), it is agreed that we will provide that service to you at a suitable time arranged by you. Your contract with us for that service is made when we either take your payment details or agree to a remote support service appointment being covered by this contract. You may cancel the contract for our Remote Support Service at any time before we commence supplying our service to you. (Please note that under the Consumer Contracts (distance selling) 2013 Regulations you have the statutory right to cancel your contract with us for a maximum period of fourteen working days beginning on the day on which the contract is concluded, but such statutory cancellation rights will end earlier as stated above if you either agree to an appointment time that occurs before the end of this fourteen working day period or if you request our Remote Support Service. These terms of service do not affect your statutory rights. If you require any advice or assistance we would suggest you contact your local branch of the Citizens' Advice Bureau who should be able to help.

1. **These terms are in addition to our general terms of business which can be found on our website at [www.ecopcsupport.co.uk](http://www.ecopcsupport.co.uk).**

### 2. Contract Duration

2.1. This contract is for a minimum of 12 months from receipt of first payment. After the anniversary date of the twelfth payment the contract continues on a one month rolling basis until cancelled by either party giving one month's written notice.

### 3. Definitions

- 3.1. "Remote Support" means support provided by the use of secure technology to allow desktop sharing via a working internet connection to the supported windows PC.
- 3.2. "Telephone Support" means to provide a standard and mobile rate telephone support line to a suitably qualified technician to help in the diagnosis and remote support of a contracted system.
- 3.3. "Supported Software" Any software title currently created and supported by Microsoft and not for the use solely on servers or workstations.
- 3.4. "Contracted System" constitutes a Desktop or Laptop PC running a windows desktop client software operating system. The system itself will require identifying serial numbers to be validated.
- 3.5. "Your" The recipient of the service, the customer, the owner of the Contracted system.
- 3.6. "Our" IT Addicts and its employees.

### 4. Your Obligations:-

- 4.1. A person over the age of 18 should always be present to assist with connection of the remote support service and any other requirements that the remote support technician requires to rectify the fault(s).
- 4.2. The contracted system(s) will at all times have up to date Anti-Virus, Firewall and Anti malware software installed as approved by ourselves.
- 4.3. Any contracted system is used within the limitations of the original manufacturer's warranty.
- 4.4. The contracted system will be free from any illegal software or Peer to Peer file sharing software.
- 4.5. Any original installation CD's may be required from time to time to reinstall certain damaged or missing files. These CD's should be available at the time of a support call and should have valid activation and or product keys.
- 4.6. The hardware is kept in a good state of physical condition at all times.
- 4.7. We expect you to adhere to our fair usage policy detailed in Clause 7.

### 5. Our Obligations:-

- 5.1. To provide a remote Windows Support service within a reasonable response time.
- 5.2. To provide Windows support and fault diagnosis and rectification.
- 5.3. To provide the service between the hours of 9am – 8pm as detailed and on such days that we are open for business and as detailed on our website.
- 5.4. To provide supported software support only. Hardware issues will be diagnosed but may require an additional onsite support organisation to complete the replacement. This will be at an additional cost.

### 6. Exclusions

- 6.1. We do not provide training or guidance as part of this service.
- 6.2. We do not provide routine program installation and uninstallation
- 6.3. We do not provide routine health checks as part of this service.
- 6.4. We do not provide support on any attached networking infrastructure. E.g. Routers, Network printers etc..
- 6.5. We do not provide Onsite support as part of this service, although onsite support is available at a separate charge.

### 7. Fair Usage Policy

- 7.1. We operate a fair usage policy and if we feel you are using the service excessively we have the right to limit usage to an average and reasonable level.

**Termination of contract**

- 7.2. The contract can be terminated by either party. Where the supplier terminates the contract it will be for not meeting your obligations as detailed in section four. If you do not meet your obligations the contract can be ceased with immediate effect and any work undertaken will be charged out at the standard labour rates as detailed on our website. The contract is for a minimum period of Twelve months from the first payment. If you require to cancel the contract earlier the balance of any payments will be due immediately. Termination after the 12 month contracted period should be in writing to the address, detailed on our website "about" page, and would require one months' notice.

**8. Payment**

- 8.1. A regular payment is made by Direct Debit only and will be required at the onset. Receipt of the first payment constitutes a legally binding contract as stated above. If you the Direct Debit is not honoured during the contract term we reserve the right to charge a £10 fee to administer this.

**9. Notification of changes to terms & conditions**

- 9.1. Any changes to the above terms will be notified by email to the email address currently held on file for the customer giving at least 14 days' notice.