

# Total Care Support

## We know...

how important it is to have your computer or laptop working at all times, any make or any model.

## We know...

how important it is to have an economical trustworthy support service to advise and solve problems.

## We know...

how important it is to have your computer repaired by an experienced technician who you can understand.

User Friendly Computing Ltd



**For the cost of one coffee shop cuppa per week, we supply...**

- **FREE** Internet Security Anti Virus
  - **FREE** Unlimited Cloud Backup
  - **FREE** In-store help
  - **FREE** Labour on all repairs
  - **FREE** Telephone Support
  - **FREE** Remote Support
- where we will be able to fix most of your problems over the internet whilst you are still at work or home.

**12 Months cover for one machine**  
**PLUS Unlimited Access to Tech Support**

only  
**£2.50**  
per week



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**User Friendly Computing Ltd**  
**Total Care Service Agreement**

**SERVICE**

User Friendly Computing Ltd (UFCLtd) agree to Supply Support Services to the Customer, and the Customer agrees to take UFCLtd Support Services subject to the Terms and Conditions in this Agreement.

**TERMS AND CONDITIONS**

1. This Agreement and the charges shown in the Schedule below shall be effective from the date it is signed on behalf of UFCLtd, and shall remain in force for a period of TWELVE MONTHS. It may then be terminated by either party giving ONE month written notice to the other. Otherwise this Agreement will remain.
2. Agreement is subject to a one off yearly payment in advance. Invoices are rendered a minimum of 30 days prior to the renewal date. The provision of Support Service is conditional upon the invoice being paid on or before the due date. Furthermore, should any payment of other UFCLtd invoices be outstanding beyond the normal payment terms offered on that invoice, and no reasonable explanation given for non-payment, then UFCLtd shall be entitled to give 7 days notice of suspension of this Agreement until the payment is received in full.
3. During the period of this Agreement, no other party shall make repairs or adjustments to the equipment, without prior agreement of UFCLtd.
4. UFCLtd shall provide the service during the standard working hours of 9.00 - 17.30, Monday to Friday, excluding Public Holidays.
5. This Agreement shall be for the system as listed at the foot of this document.
6. This Agreement shall cover the support and repair of equipment as follows:
  - (a). Should any equipment develop a fault then UFCLtd will attempt to rectify that fault in the first instance by telephone discussion and remote diagnosis.
  - (b). Where required the machine should be delivered to UFCLtd where it will be booked in for repair.
  - (c). UFCLtd will prioritise the repair of the machine and return it to the customer as speedily as is practical.

7. UFCLtd shall not be held liable for loss of data caused by faulty equipment. It is the responsibility of the customer to ensure that the provided backup solution is operational and backing up the relevant data.
8. The support service covers labour, anti virus and backup only, all parts are provided at a cost to the customer.
9. No waiver, alteration, or addition to this Agreement shall be valid unless made in writing and signed by authorised signatories of both UFCLtd and the customer.
10. UFCLtd shall have no liability if events occur which are in the nature of Force Majeure including but not limited to fire, flood, storm, plant breakdown, strikes, lock outs, riot, hostilities, non availabilities of materials or supplies or any other event outside the control of the company. The company shall not be held liable for any breach of contract resulting from such an event.
11. UFCLtd will support and remedy legally supplied software to our best endeavours, original disks and licence numbers may be requested.
12. We reserve the right to withdraw support should our recommendation not be adhered to.
13. Supported environments Windows XP, Vista, 7 and 8 and Mac OSX 10.6 and greater.
14. Working internet connection is required.
15. Cover is limited to the system unit or laptop.
16. Malicious or accidental damage is not covered.
17. Removal of UFCLtd software will void agreement.
18. Customers stored data will be destroyed 14 days after the contract renewal date if renewal has not been paid.

**CUSTOMER OBLIGATIONS**

1. The customer will:
  - (a). Ensure that environmental and supply conditions suitable for the Equipment are maintained in accordance with the recommendations set out in the Manufacturer's Manual, and will keep the Equipment clean, and in good condition.
  - (b). Keep and operate the Equipment in a proper and prudent manner, ensure that only competent users are allowed to operate it.
  - (c). Notify UFCLtd in writing of any problem regarding UFCLtd's performance of the contract and allow UFCLtd to rectify any breach of its duties within 30 days.

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Machine make: ..... Model: .....

Serial Number: .....

Customers Name: ..... Customers Signature .....

Address: ..... Telephone number .....

..... Mobile Number .....

Email .....

Date of Agreement ..... Signed for on behalf of UFCLtd .....

**Annual agreement value £100.00 + VAT (£120.00 including VAT)**