



Terms and conditions

Overview

The purpose of our support agreement is to provide a one-stop turnkey solution for your IT needs. With this in mind we aim to be very flexible and in most cases we are able to accommodate your requests, however there are some areas of this service that need to be clarified and thus we ask that you read through this document and then sign a copy for us to keep and take a copy for yourself so that there is no confusion in the future as to the service you have purchased.

Agreement

1. Unlike other support contracts we do not tie you in to a 12-month contract but use a rolling monthly agreement. We do ask you to sign a copy of these terms and conditions to say that you have read and understood the service we are offering and that you agree to abide by these terms.
2. Any hours that are unused at the end of the month will automatically roll over into the next month
3. There is no limit to the number of unused hours you can store and there is no cut of time for using any banked hours.
4. Leaving the agreement is simple; all we require is a letter from you stating that you wish to terminate the agreement. As long as this letter arrives with us before the 1st of the new month we will be happy to remove you from the support scheme.

Important notes: -

- *Should you leave the agreement then any hours you have banked will be lost.*
 - *You are obligated to settle any outstanding invoices that have been issued, even if you do not intend to use the time as we will not issue a credit for any unpaid invoices and we reserve the right to pursue any debt.*
5. Payment for support invoices is strictly 30 days. If payments on your account for any item exceed 45 days then we reserve the right to refuse to come out until payment has been cleared. In the event that payment exceeds 90 days without prior agreement to do so from us then we reserve the right to cancel the agreement and you would forfeit any banked hours.
 6. The S&M agreement is a labour only agreement designed to cover Emergency problems; consultancy & project work etc but does not include the cost of any replacement parts.
 7. Our hours of business are 9am to 5.30pm Monday to Friday.
 8. Out of hours work can be carried out by arrangement but is subject to an engineer being available. Charges for out of hours work are as follows: - Weekdays we will multiply the number of hours worked by 1.5 and weekends the number of hours will be multiplied by 2.
 9. Support rates will be reviewed annually on the 1st of December with any increases taking effect from the 1st of January.
 10. The minimum time that will be booked to a call out is 1 hour plus the agreed travel charge. Following this we will book time by the quarter hour.
 11. We reserve the right to refuse to carry out any work that is believed to be illegal.
 12. We reserve the right to refuse to carry out any work that is believed to be dangerous in any way unless proper health and safety procedures have been applied.
 13. The hourly rate depends upon the number of hours you buy up front on a monthly basis. You can change the number of hours you buy upfront at any time during the month but you must have requested this before the new support invoices are issued on the 1st of the new month.
 14. Should you use more hours in a month than you have accumulated then we will invoice for excess hours at the beginning of the new month. The rate that you are billed at will be the same as the rate you were billed at for the month in which you exceeded your banked hours and thus it is your responsibility to make sure that you are purchasing the appropriate number of hours and thus getting the best level of discount for your needs.
 15. Basic telephone support is free however in the event that a phone call exceeds 10 minutes (either in a single call or over a number of related calls) then we will raise a job for this and book the appropriate amount of time.
 16. Should we be able to work on your machine using remote access then we are happy to do this but will raise a job sheet and book at minimum of 15 minutes for a job.
 17. To book a job in please contact the office first of all as this is where the central diary is kept. Under certain circumstances (holiday times, Sickness etc) the office may be unattended and thus please contact one of the engineers (where possible) directly on their mobile phone.
 18. Printers. We do not have the technical skills to fix hardware problems with printers and thus we use an outside company to deal with this. There are two options with regard to paying for printer repairs. The first is to receive a bill directly from the sub-contractors and pay them directly or to run the job through the support agreement and we will add a 10% handling charge to the labour and then deduct the equivalent amount of time from what you have banked. Any hardware will be invoiced to you as per any other hardware item with a 10% handling charge on the sub-contractors price.

Definitions of terms

1. Emergency call out: - This is any situation that is stopping you from being able to carry out your day-to-day business.
2. Project work: - This covers any job that is not an emergency call out.
3. Programming: - This covers small database jobs using Microsoft Access and does not cover any jobs where we need to bring in an outside contractor (Charges for this can be negotiated separately). Please see the note in response times below regarding programming work.
4. Training: - This is a subcontracted service that will normally incur additional charges.
5. Telephone: - This covers assistance that we provide on the phone.
6. Remote Access: - This covers any work that we carry out for you while not at your site.

Response times

1. Telephone response: - will ordinarily be immediate but sometimes a call cannot be taken and thus the office and all mobile phones have an answer phone facility. Our stated maximum response time is 2 hours, but if you have not received a call back within 2 hours then there is likely to be a problem so please give us another call.
2. Emergency call outs offer a next working day service. It may not be possible to achieve a next working day visit if the call is received after 3pm and thus the job may need to be booked in for the day after.
3. Project work and any other work outside of Emergency call outs has no fixed time frame and is simply scheduled to fit in with both parties.
4. Programming is the same as project work but has the following special note.

Special note on programming

While we are happy to cover small amounts of programming work under the support agreement we categorically cannot cover this on any form of emergency call out. The reason for this is that only certain people within the company have the skills required to resolve programming problems. This note is very important as many companies rely heavily on bespoke databases and should they have a problem it will almost certainly stop you from carrying out your day to day business and should the member of staff with the appropriate programming skills be unavailable then there is nothing we can do until that person becomes available again. Because of this we highly recommend that a backup is taken of the database at what ever interval you feel is appropriate e.g. if you can only afford to loose an hours work then backup every hour, if you can afford to loose a days work backup every day etc. If you have a backup of the database then any of our engineers will be in a position to restore this for you if you are unable to do it yourself.

5. Training is by arrangement and just like programming we cannot guarantee to have someone available to provide training in your required area at all times.

General Terms of Business

1. Company address: - Hands On Computers Ltd, 6 The Parade, The Chase, Stafford Road, Wallington Surrey, SM6 8ND.
Company Registration 3019046
2. No liability is accepted for any loss of business either directly or indirectly on any work carried out.
3. Hands-On Computers will endeavour to back up work where required, however customers should be aware that it is not always possible to create a back up and as such we cannot be held responsible for any loss of data. It is the customer's responsibility to ensure that a regular backup is taken and that you have checked it to make sure it covers all required data as there are times when the only remaining option is to restore from a backup.
4. Hands-On Computers accepts no responsibility for loss of data or business due to Virus's or outside intrusion. While every effort is made on our behalf to protect against these issues it is not always possible to stay ahead of these threats.
5. Hands-On Computers accepts no responsibility for unlicensed software either known or unknown to us.
6. Hands On Computers Ltd retains retention of title of goods supplied until full payment is made.
7. All rights reserved

I agree to abide by the terms of this agreement			
Company Name		Start Date	
Company Address		Initial hours required	
			Pro active <input type="checkbox"/> Re active <input type="checkbox"/>
		Type of service required	<input type="checkbox"/> <input type="checkbox"/>
Position in company		Signed	