



Terms and Conditions

To protect the customer's interests, Livetech advises that all customers read the following terms and conditions carefully. These terms and conditions form an agreement between Livetech and the customer. If the customer is at all uncertain as to their rights under them or wants an explanation about them the customer should write to Livetech, Red Tape Studios, 50 Shoreham Street, Sheffield, S1 4SP, telephone 0114 2761151 or visit www.live-tech.org.uk.

£10 diagnostic and £20 repairs offer:

- VAT.
- Minor repairs and replacements, if in stock and similar available.
- All maintenance repairs include defrag and disc cleanup, basic hardware, upgrading including driver updates.
- Parts and components that are re-conditioned
- Where a new part or component is required, customers will be responsible for the cost of that new part. Customers will be informed when a new part or component is required, together with the cost. New parts or components will not be ordered without the customer's consent.
- Includes 6 months warranty for repairs carried out using reconditioned parts and components. *Livetech will not be held responsible for parts and components that are ordered on behalf of the customer.*
- We aim to repair within 7 working days
- NO FIX NO FEE. If a technician is unable to fix the problem no repair fee will be payable (£10 diagnostic charge still payable).

Data Loss

In the absence of any fault on the part of Livetech or its employee, agent or contractors, Livetech will not be held responsible for any loss of data during repair.

All customers are advised to backup any and all data before sending the computer unit to Livetech. In the event of a customer being unable to backup their data, we offer a 'data backup' facility. There is a flat rate of £5 per disc for all back up procedures. **All data will be destroyed and discs will be returned to the customer in line with the data protection act 1998.**

Livetech will not change the customer's hard drive, format the computer, or delete data without the customer's consent.

Collecting your computer

Upon agreement of sale, computers will only be released from the Livetech premises once payment is received in full. If payment is not received in full within 14 days of sale agreement and no notification is given, Livetech may re-sell the computer and notify you of our intentions to do so.

Returning your computer

Following the repair, computers will only be returned once payment has been received in full. Where payment in full is not received for the repair of a computer, Livetech may recycle, dispose or charge a storage fee of £2 per day of the computer and notify you of our intentions to do so.

Payment and Prices

Payment must be made in either cash or cheques. Payment is not refundable once a successful repair has been made or a computer has been sold. All prices include VAT.

Quotations

Quotes are valid for 5 working days and are subject to stock availability. Where stock is unavailable, Livetech reserves the right to vary the item ordered in the event of non-availability. Prices are checked on a regular basis, however if Livetech find the price has changed when the order is processed, the

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customer will be contracted to make sure that they still wish to proceed.

Confidentiality

Customer's details and any other information provided by the customer to Livetech, will be treated as confidential, unless it is required to be disclosed by any legislation, enactment or court order.

All computers that are recycled or refurbished by Livetech will be re-used for parts in repair to or refurbishment of computers. Hard Drives will go through an 8-pass DBAN system wipe to make sure all data is destroyed. Hard Drives that are unable to be refurbished will be destroyed in the recommended manor.

Livetech collection of computers for recycling or refurbishment

Livetech holds a Waste Carriers license No. YRI/4499831/CB and complies with the Environmental Agency Waste Management Licensing Regulations 1994 Schedule 3, Paragraph 40 for all collection and handling of electronic equipment.

Liability

Livetech will not be responsible for any losses suffered by the customer:

- That were not caused by any fault on the part of Livetech, or it's employees, agents or contractors;
- That were not reasonably foreseeable by both parties at the time the contract was entered into;
- That were losses suffered by the customer in the course of running this a business.

Livetech shall a) not be liable for any claims regarding the physical functioning of the equipment/media or the condition or existence of data stored on the media supplied before, during or after services; b) In no event will Livetech be liable for any loss of data or loss of revenue or profits or before, during or after services even if Livetech has been advised of the possibility of damages or loss to persons or property.

Livetech will make every effort to make sure that any equipment that is in its possession under repair, is not damaged in anyway. However, the Customer accepts that accidental damage to the equipment, may occur while the equipment is being repaired, such as surface scratches, deformations and minor cracks.

The customer must be aware of the inherent risks of damage to media or equipment that is involved when undergoing data recovery or computer repairs, including without limitation, risks due to destruction or damage to the media or equipment and/or data stored and inability to recover data, or inaccurate or incomplete data recovery, including those that may result from the negligence of Livetech.

Warranties

Computers that have been repaired by Livetech have a 6 month warranty. Our warranty covers parts and components supplied by Livetech. Where parts and components supplied by Livetech are removed by the customer or interfered with, the warranty may be invalidated.

Customers must be aware that if their computer is already under warranty by a supplier or manufacture, repairs undertaken by Livetech, may invalidate that warranty. Customers are advised to check the terms and conditions of any such warranty or contact the supplier or manufacturer who gave the warranty, before entering into this agreement. Livetech will not be held responsible if warranties

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become invalid.

Variations

Livetech may change these terms and conditions. You will be notified of any changes, and if you no longer wish to continue with this agreement, because of the changes that we have made, you may give notice of your wish to withdraw at any time.