

Technology and Media Bristol Terms and Conditions

Please read the following terms and conditions, they are the foundation of all contracts between Technology and Media Bristol and its clients. Technology and Media Bristol is the trading name of Sam Taylor which, throughout this document, will be referred to as TMB. TMB reserves the right to change these terms and conditions at any time without notice.

1. Hours of Operation

1.1 Normal hours of operation are 09:00 – 18:00 weekdays Monday to Friday, excluding public holidays. Service provision outside these hours, during weekends and public holidays is possible but entirely at the discretion of TMB and subject to additional charges.

1.2 Orders received by TMB to undertake any service are entirely at the discretion of TMB.

2. Charges

2.1 A call out charge is agreed in advance with the client and applicable for all on-site emergencies, breakdowns, repairs and out of hour's appointments.

2.2 The call out charge is equivalent in cost to one hour of labour but may vary to include additional travel time or out-of-hours service provision.

2.3 The first 30 minutes of labour is included within the call out charge.

2.4 On-site labour is charged in intervals of 30 minutes.

2.5 Onsite labour and remote service provision are charged at different rates outside normal business hours.

2.6 Remote service provision is not subject to a call out charge and is charged in intervals of 30 minutes.

2.7 Businesses and residential customers are charged at different rates.

2.8 TMB reserves the right to amend its charges at any time without notice.

3. Payment

3.1 Payment is due in full immediately after successful completion of repair, installation, maintenance, at the end of a pre-arranged booking or prior to the release of equipment repaired offsite.

3.2 Accepted payment methods are cash, cheque or online bank transaction.

3.3 Standard 30 day payment terms can be offered to businesses by prior agreement.

3.4 Unless otherwise expressly agreed by TMB, credit account invoices are due and payable in full 30 days after the invoice date. An additional 2.5% penalty will be added for each subsequent week in which payment is delayed.

3.5 The client agrees to pay all costs incurred should it be necessary to employ a debt collection agency.

4. Quotations

4.1 TMB will provide free of charge quotations for any upgrade to existing equipment or provision of new equipment.

4.2 Quotations are valid for a period of 14 days from the date of issue.

4.3 Unless otherwise implicitly agreed by TMB, quotations are estimates and do not reflect the final amount invoiced.

5. Authorisation and Legal Rights

5.1 The client authorises TMB and its agents, to receive and transport their equipment, and media to, from and between their facilities.

5.2 The client is the legal owner or authorised representative of the legal owner of the property and all data and components contained therein collected by TMB.

5.3 Any property left with TMB which the client doesn't re-arrange delivery back to their premises, within 90 days, will be disposed. At which time, TMB shall have no liability to the client or any third party.

5.4 Offsite diagnosis and repair can take up to 10 working days however TMB will aim for 3 working days.

5.5 TMB will not be liable for any fault that arises whilst equipment is in its facilities, which may occur through no action by TMB.

6. Warranties and liability

6.1 All work is covered by a labour only 30 day warranty. If the same issue re-occurs within 30 days from the invoice date of the original repair, TMB will charge for additional spare parts only. TMB reserves the right to waive this warranty at any time, for example, incomplete work due to client cancellation.

6.2 Any new equipment or spare part supplied by TMB is covered by a 1 year manufacturer's warranty. Second hand, used or out of warranty equipment or spare part can be installed at the clients request but is not covered by any warranty.

6.3 The client must legally possess the software installed on their equipment. TMB will not be liable for replacing unlicensed software or any losses resulting from its use.

6.4 Whilst TMB makes every effort to remove and prevent the spread of viruses, Trojans, malware and other security threats, TMB does not provide warranty on protection and removal.

6.5 Maximum liability in any case is limited to the original charge paid.

7. Data Recovery and Integrity

7.1 TMB will make no warranty or guarantee on the successful recovery of data from faulty or damaged media such as hard drives, memory cards or CD/DVD media.

7.2 It is the client's responsibility to ensure all their data is adequately backed up unless the service is implicitly requested and paid for by the client.

7.3 TMB will make every effort to ensure the integrity of clients' data whilst carrying out services but TMB accepts no liability for loss of software, personal or business data or any resulting loss of income.

7.4 TMB will not handle and may take appropriate action, upon the discovery of, any material which contravenes English law.

8. Personal Information

8.1 Any personal information supplied to TMB such as telephone numbers or e-mail addresses, will not be sold or forwarded to 3rd parties.

8.2 Personal information may be provided to 3rd party service providers to complete a repair, but only with a client's express permission.

Website

9.1 All content on the techmediabristol.co.uk website is the copyright of TMB or its affiliated 3rd parties.

9.2 You may have been directed to this site via a link on a third party website. TMB accepts no responsibility for the content or actions of these websites.