Jennings Repair Service

Thank you for using Jennings for your computer repair.
Please read the service information below and the terms and conditions overleaf.

Service Assessment Fee and Labour Charge

A non-refundable set assessment fee of £20 will be applied to all referrals. You must pay this assessment fee before we will commence work.

The assessment fee covers the following services:
- Collection and drop off from the Library & IT Help Desk
- Cleaning of the device (eg keyboard, screen)
- Cleaning of the fan (where appropriate)
- Diagnosis of repair

If the repair can be completed without the need for replacement parts you will be asked to pay an additional £20 labour charge.
Please note: By accepting these T&Cs you agree to pay this additional charge of £20 if we can complete the repair without the need for replacement parts.

If completion of the repair requires additional parts you will be provided with a diagnosis by email, detailing the full cost of the repair. The full cost will be made up of the additional £20 labour charge plus the cost of the additional parts. You will then have the choice to either pay the full cost and have us carry out the repair, or request that the laptop be returned unrepaired.
Please note: If you decide not to go ahead with the repair, you will not be refunded the set assessment fee of £20.

Insurance

Whilst your computer equipment is in our possession it will be treated with the utmost care and respect. Additionally, your equipment is fully insured both while in transit and in our workshops (excluding data).

Customer Data

We accept no responsibility for customer data under any circumstance. Customers are reminded that they are solely responsible for the safety and protection of their own data. We recommend that your data is backed up prior to leaving your equipment with us.

All work carried out by Jennings is performed to the highest level achievable by certified personnel. We accept no liability under any circumstances for any data lost and financial or consequential losses incurred.
Confidentiality

Jennings Computer Services Limited conforms fully with the Data Protection Act 1998.

Jennings fully respects the fact that customers’ personal information is strictly confidential and, as such, all customer data and personal information is treated in the strictest confidence.

We take data security very seriously and will not discuss your personal details with any other party unless authorised or without prior consultation. A copy of our Data Protection Act Certificate is available to examine on request.

For further information please visit:-
http://www.direct.gov.uk/en/RightsAndResponsibilities/DG_10028507

Warranty

All repairs are covered by a 90-day warranty, with the exception of hard drive replacements, where the hard drive itself has a 1-year warranty.

Terms & Conditions

Your equipment or software is accepted for an assessment subject to the following conditions:-

1. Customers must pay the non-refundable set assessment fee before any work commences. The set assessment fee and the additional labour charge make up the total cost for a labour only repair. Any required additional parts will be charged for on top of the set assessment fee and additional labour charge but only at the customer's discretion.

2. The additional charge for replacement parts must also be paid in advance of work commencing.

3. Extreme care will be taken with any equipment in our charge. However, no responsibility will be accepted for data lost or corrupted, or any losses or delays resulting from this.

4. Customers must have a reliable and current back-up of data stored on the hard disk of the equipment to be tested.

5. In the event that such a back-up of data is unavailable you must make us aware of this fact before assessment.

6. Equipment may be affected by virus infection. Hard drives on working equipment will be tested for this before commencing with further work. If a virus is found we will advise you of this and suggest the best course of remedial action.
7. When booking in equipment, please ensure that all accessories, damage, dents & scratches have been listed. No responsibility will be accepted for items missing (cables, software, disks etc) or physical damage not pre-recorded.

8. Equipment under warranty will be repaired in accordance with the terms of this warranty. Costs incurred as a result of warranty work will be passed on to the customer, unless agreed in advance of work carried out.

9. Due to the complexity of electronic equipment it may not be possible to assess certain faults on an initial examination, e.g. in a situation where a power supply is not working it will be required to repair the power supply before diagnosing further faults within the system.

10. Whilst your equipment is in our possession it is fully insured both while in transit and in our workshops.

11. In the event that your Windows device requires a new hard drive, or for the operating system (OS) to be reinstalled, there must be a valid and readable Microsoft Windows licence sticker on the computer for Jennings to legally install/reinstall this OS. This also applies to any Microsoft Office packages that you may have installed.

12. It is your responsibility to have all required installation media and licence keys for software installed on your device, and, in the event that you OS has to be reinstalled, to reinstall any required software once your device has been returned to you.