



TERMS & CONDITIONS FOR PARTS AND LABOUR CHARGES

(Correct as of 22.07.09)

1. NetServe takes no responsibility for any loss of data from work being carried out, it will be the customers responsibility to make sure that a backup has been done prior to any work commencing.
2. Any components or other items supplied or the copyright in any material created by NetServe will remain property of NetServe until paid for in full, anything not paid for will be surrendered on request.
3. All accounts shall be settled at the completion of each job. No further work shall be carried out after the invoice has been accepted and paid without creating a new chargeable job.
4. Equipment in the custody of NetServe is not insured against accidental loss, damage, fire or theft and NetServe accepts no responsibility for any loss or damage save that caused by its own negligence.
5. Equipment uncollected one calendar month after notification that it is ready for collection or the date agreed for collection will be deemed abandoned and disposed of accordingly.
6. New goods supplied are covered by the manufacturers part only, return to base warranty with each product. Any warranty claim must be made within 7 days of the fault first becoming apparent. Warranty repairs will be carried out at NetServe's premises and the customer is responsible for carriage. Labour will not be included in any warranty repair after the job in which the part(s) replaced where purchased has been closed (by signing this terms and conditions form). If faulty parts need to be sent to the manufacturers for a warranty repair or replacement the customer is responsible for any carriage charges.
7. Refurbished parts have no warranty with them and are sold as seen. All our refurbished parts have been thoroughly tested.
8. If equipment is tampered with by anyone other than an employee of NetServe the warranty will be invalidated.
9. These terms and conditions apply to any work carried out by NetServe.
10. NetServe will require 100% payment for parts (in cleared funds) before any hardware is purchased for the customer or work is started if any parts are required. This payment is non refundable and is used as a commitment from the customer to the completion of any job.
11. Work done is charged at £35.00 per hour off site, £39.00 per hour on-site & remote work (unless otherwise stated) which covers the first hour of work less any extraordinary travel time. All new jobs on and off site once started will be charged a minimum of 1 hour labour, after the first hour time will be split up into 30 minute rates. A fuel surcharge may be added on to some jobs, this will be made clear before work commences.
12. By accepting and paying the dated invoice & receipt, you acknowledge that the job in question is now complete. No refunds on labour will be given after payment has been processed and parts will be covered by the manufacturers warranty only. All postage costs for returned parts must also be covered by the customer.

TERMS & CONDITIONS FOR ALL AVG & SOFTWARE SALES

(Correct as of 22.07.09)

1. All Technical Support will be provided directly from AVG Customer Support on 08448941000.
2. NetServe accepts no liability should problems occur through the use of this disc and AVG software as an independent reseller of the product.
3. No refunds will be provided from NetServe once sale has been completed. Full terms of business can be accessed at www.net-serve.co.uk/terms