

Tec Res

TOTAL CARE



Computer Support by TecRes

LET US TAKE TOTAL CARE OF YOU AND YOUR COMPUTER WITH OUR SUPPORT PACKAGE

When your computer is not working, we know how important it is to have someone at the ready to help. With Total Care you can have access to a friendly reliable and trustworthy support service that can act quickly to help resolve any computer issues you have. Our team of experienced engineers and technicians are just one call away and ready to assist or advise where need to get you and your computer back on track.

OUR TOTAL CARE PACKAGE INCLUDES:

- ✓ Webroot Antivirus
- ✓ 250GB of Online Data Backup
- ✓ Unlimited Remote Support
- ✓ Telephone Support
- ✓ Workshop Labour Repair Costs
- ✓ In Store On the Counter Support

12 MONTHS COVER FOR ONE PC
UNLIMITED ACCESS TO TECH SUPPORT

ALL FOR JUST £160.00 A YEAR

(INC VAT)

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TECHNOLOGY RESOURCES

We Know - Total Care Service Agreement

SERVICE

TECHNOLOGY RESOURCES LIMITED (TecRes) agree to SUPPLY Support Services to the Customer, and the customer agrees to take TECRES Support Services subject to the Terms and Conditions in this Agreement.

TERMS AND CONDITIONS

1. This Agreement and the charges shown in the Schedule below shall be effective from the date it is signed on behalf of TecRes, and shall remain in force for a period of **TWELVE MONTHS**. It may then be terminated by either party giving **ONE** month written notice to the other. Otherwise this Agreement will remain.
2. Agreement is subject to a one off yearly payment in advance. Invoices are rendered a minimum of 30 days prior to the renewal date. The provision of Support Service is conditional upon the invoice being paid on or before the due date. Furthermore, should any payment of other TecRes invoices be outstanding beyond the normal payment terms offered on that invoice, and no reasonable explanation given for non-payment, then TecRes shall be entitled to give 7 days' notice of suspension of this Agreement until the payment is received in full. Should the customer cancel after the due date of their invoice with no notification given, then there will be charges for the services of antivirus and backup provided in the interim.
3. During the period of this Agreement, no other party shall make repairs or adjustments to the equipment, without prior agreement of TecRes.
4. TecRes shall provide the service during the standard working hours of **9.00 - 17.30, Monday to Saturday**, excluding Public Holidays. Any other days that TecRes are closed outside of this where possible we will notify the customer.
5. This Agreement shall be for the system as listed at the foot of this document.
6. This Agreement shall cover the support and workshop repair of equipment as follows:
 - (a) Should any equipment develop a fault then TecRes will attempt to rectify that fault in the first instance by telephone discussion and remote diagnosis
 - (b) Where required the machine should be delivered to TecRes where it will be booked in for repair
 - (c) TecRes will prioritise the repair of the machine and return it to the customer as speedily as is practical.
 - (d) Where the machine may benefit from upgrades as this is optional additional work TecRes will offer a discount on the labour costs.
7. TecRes shall not be held liable for loss of data caused by faulty equipment. It is the responsibility of the customer to ensure that the provided backup solution is operational and backing up the relevant data.
8. The support service covers labour, anti-virus and backup only, all other parts are provided at a cost to the customer.
9. No waiver, alteration, or addition to this Agreement shall be valid unless made in writing and signed by authorised signatories of both TecRes and the customer.
10. TecRes shall have no liability if events occur which are in the nature of Force Majeure including but not limited to fire, flood, storm, plant breakdown, strikes, lock outs, riot, hostilities, non-availabilities of materials or supplies or any other event outside the control of the company. The company shall not be held liable for any breach of contract resulting from such an event.
11. TecRes will support and remedy legally supplied software to our best endeavours, original disks and licence numbers may be requested.
12. We reserve the right to withdraw support should our recommendation not be adhered to.
13. Supported environments Windows 10, 11 and Mac OS 12 and greater.
14. Working internet connection is required for backup and remote support.
15. Cover is limited to the system unit or laptop detailed below.
16. Malicious or accidental damage is not covered.
17. Removal of TecRes software will void agreement.
18. Cloud storage is limited to 250GB.
19. Additional Cloud Storage will be provided at an additional annual cost of £30 + VAT per additional 100GB of Data Stored.
20. Customers stored data will be destroyed 14 days after the contract renewal date if renewal has not been paid.
- 21: We reserve the right to make reasonable changes to our terms and conditions from time to time.
22. Customers information will only be held for internal purposes, however customer accepts that from time to time emails relating to technical issues and promotions may be sent to them. Customers can opt out of receiving emails and should contact TecRes to do so.

The customer will:

- (a) Ensure that environmental and supply conditions suitable for the equipment are maintained in accordance with the recommendations set out in the Manufacturer's Manual, and will keep the equipment clean, and in good condition.
- (b) Keep and operate the equipment in a proper and prudent manner, ensure that only competent users are allowed to operate it.
- (c) Notify TecRes in writing of any problem regarding TecRes' performance of the contract and allow TecRes to rectify any breach of its duties within 30 days.
- (d) Treat all TecRes staff members in a courteous fashion when they are providing support, we do not tolerate verbal abuse directed towards our staff.

Customer and Equipment Details:

Machine Make: _____

Serial Number: _____

Model Number: _____

Customers Name: _____

Address _____

Contact Number: _____

Email Address _____

Customers Signature: _____

Date of Agreement _____

Signed on behalf of TecRes: _____