



### **Business Care Plan Terms and Conditions**

All prices subject to VAT. Care plan covers twice yearly visit and all other services outlined. All other repairs to software and hardware not covered within the plan are chargeable at our normal business rates of £65 per hour.

Remote sessions are chargeable for “out of plan” problems, but are charged at lower rates. Anti-virus, backup and file sharing issues apply to software failure only. Viruses/adware/malware problems however unlikely are not covered by the plan.

The plan is payable by monthly direct debit **ONLY**. All new customers subject to initial setup/survey. For full care plan terms and conditions please visit [www.thepccrew.co.uk/businesscareplans](http://www.thepccrew.co.uk/businesscareplans).

Comparison price based on software, visits and support based on our normal rates

Email support fair use limits apply. Please enquire. Email tech support available during office hours. Usual response time within 24 hours but may take longer during busy periods. Advice and guidance only offered by email, if solution unavailable then a chargeable visit may be required. The PC Crew reserve the right to remove this cover at any time.

New GDPR laws now regulate how you hold personal data on your systems. For more information please visit [www.thepccrew.co.uk/GDPR](http://www.thepccrew.co.uk/GDPR)

Initial setup /audit allows for check of system for compatibility/suitability, setup and configuration to all care plan services and a basic health check. If computer not suitable additional repairs/charges may occur. Please ensure all machines and passwords available prior to audit.