



Consumer Care Plan - Terms and Conditions

All prices include VAT. Care plan covers twice yearly service (one on site, one drop in at workshop) and all other services outlined. All other repairs to software and hardware not covered within the plan are chargeable at our normal rates. Please visit <http://www.thepccrew.co.uk/prices> for more information. Remote sessions 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/careplans.

Service to computer only covers items outlined in the plan and cannot be used for any other repairs

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

Email support fair use limits apply. 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.

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.