



# AOT Technologies

## Terms & Conditions



1. All equipment and components supplied are covered by our one calendar month (from invoice date) replacement warranty. This warranty does not cover damaged caused accidentally or otherwise, theft, flood or fire. Thereafter they are covered by the manufacturer's warranty, assuming there is one in place.
2. All repairs and software work are covered by our seven day return to base warranty. This means that if a fault is to re-occur within seven days (from invoice date) then we will re-investigate the fault, crediting any previous labour charged towards the cost of re-investigation. Where the labour charges for investigation exceed the previous charges, we reserve the right to charge the difference.
3. All components and repair work is sealed with a holographic label, tampering or removal of this label will void all warranties offered. All warranties will also become invalid if a fault re-occurs as a result of damage/misuse to equipment caused by the user.
4. AOT Technologies will not be held liable for any loss of data or any subsequent losses as a result of data loss howsoever arising. We therefore strongly recommend that you backup all data securely prior to us commencing work on your equipment.
5. AOT Technologies does offer a backup and recovery service, details available upon request.
6. AOT Technologies agrees not to disclose any information or data files supplied with, stored on, or recovered from your equipment except within AOT Technologies or to agents of AOT Technologies subject to confidentiality agreements or as required by law.
7. A minimum workbench fee (not including any diagnostic charges) of £20 applies to all work commenced regardless of whether repairs are completed or not.
8. You must be the legal owner or authorised representative of the legal owner of the property (including components contained therein) and all data sent to AOT Technologies.
9. A mileage fee of £2 per mile applies to all call-outs where the travelling distance exceeds more than four miles from our workshop at BN3 6DN; otherwise this is included in our standard minimum call-out fee.
10. AOT Technologies accepts payment by cash, debit/credit card and by cheque. All cheque payments must be accompanied by a bank card and all debit/credit card payments will incur an additional 5% service charge. AOT Technologies retains the right to ensure cheques have cleared before returning equipment.
11. You understand and accept that some applications may no longer work correctly after a repair due to the installation of different hardware or software. It is your responsibility to reconfigure or reinstall any such applications. If you wish AOT Technologies to do this for you, time spent will be charged at standard rates.
12. AOT Technologies retains the right to refuse to install software if we suspect that it is not a genuine product, is in breach of copyright, or not correctly licensed. We are unable to install any licensed software without being given a valid licence key. You hereby authorise us to copy your data for the purpose of completing our work and we will delete it from our backup storage no later than fourteen days from the cessation of our engagement.
13. AOT Technologies reserves the right to refuse to return equipment without production of the repair receipt (or other adequate proof of ownership or identification) or for work that has been completed but for which payment has not been made.
14. Equipment that has not been collected within fourteen days of notification of completion of work will incur a daily storage fee of £5. We shall attempt to contact you by telephone but if we do not hear from you within 48 hours of making that call we will write (by Recorded Delivery) to you at the address provided on the repair receipt. Equipment that has not been collected within one calendar month may be disposed of to offset costs and any excess will be refunded to you.
15. Telephone calls may be recorded or monitored for training and quality assurance.
16. The terms of this contract will be interpreted in accordance with English law.

**These terms and conditions do not affect your statutory rights.**