

Terms & Conditions

1. We reserve the right to refuse to return equipment if you fail to produce this receipt or other proof of ownership, or refuse to pay for work satisfactorily completed.
2. Our fixed price list is available on request or on our website. When diagnostics are required there is a £30 fee which is waived if you decide to go ahead with the repair.
3. A mileage fee of 75p per mile in both directions applies to all on-site jobs which are outside our service area. Our service area is within a 7 mile radius of our office (PO19 8QT). We will inform you if a mileage fee applies prior to visiting. Mileage is calculated from our office at PO19 8QT to the destination.
4. We accept payment by cash, cheque or bank transfer. Payment is due within 7 days. We reserve the right to claim statutory interest (at 8 per cent over the current Bank of England base rate) and compensation for recovery costs under late payment legislation if money owed is not received by the agreed date and under the agreed terms.
5. All repairs are covered by our 7 day return to base guarantee. Which means if the same fault re-occurs within a short time period (normally 7 days) and you return your PC to us, we will happily reinvestigate the problem, crediting any previous labour charged towards the cost of re-investigating the same problem. Where the reinvestigation charges exceed previous charges, we reserve the right to invoice the difference.
6. All parts supplied are covered by our 90-day warranty.
7. Bluefish Computer Services does not accept any liability for data or software which is lost, corrupted, deleted or altered during repair; we therefore recommend that any data is adequately backed up by you prior to us commencing work on your equipment. Bluefish Computer Services can backup your data for you prior to commencing work for an additional charge.
8. A "System reinstallation" only includes the following. 1. Complete erasure of hard disk drive, 2. Reinstallation of Windows operating system, 3. Installation of system hardware drivers (additional costs may be charged for sourcing drivers not supplied by customer). 4. Installation of system updates. 5. Installation of a free antivirus & updates. Any additional software or hardware installation such as scanners printers or broadband or training of same is not included in the reinstallation cost and any on-site visits to complete these or additional work will be fully chargeable at our usual rates.
9. We reserve the right to refuse to install software if we suspect that it is not legal or correctly licensed. We will be unable to install licensed software without a valid licence key. Your data may be copied and stored on our backup devices at times, and we reserve the right to contact relevant authorities should illegal files or activity be identified on your equipment.
10. Phone calls and conversations may be recorded for training, legal or confirmation purposes.
11. Equipment not collected 14 days after job completion will incur a daily storage fee of £5 per day and after 30 days we will assume you no longer want your equipment back and will dispose of it accordingly. If we intend to dispose of your goods in this way you will be informed in writing beforehand. Any funds received will be used to recover our costs and any outstanding invoices owed by you, should there be any funds remaining, they will be refunded to you at the address provided on your equipment receipt. Any goods not collected after 180 days will be disposed of regardless of ownership.

These terms and conditions are subject to change and any time without prior notice to you and do not affect your statutory rights.

**Bluefish Computer Services, 36 Stockbridge Gardens, Chichester, West Sussex, PO19 8QT.
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