



1) Stone Computer Man will provide customers with a recommendation of any work that needs to be carried out and supply a free quote. Recommendations will be based upon the information given to Stone Computer Man by the customer. To assist with the accuracy of any quote, it is important that the customer gives full details of any recent upgrades, software installations and / or existing problems.

2) New hardware/components supplied directly by Stone Computer Man carry a 12 months. This warranty excludes:

- i) Hardware that has been physically damaged by misuse, "overclocking", water, flood or storm damage etc. *
- ii) Fault due to unsuitable environmental operating conditions. (please see section 5 below)
- iii) Faults which prove to be due to miss-operation by the customer or other parties.
- iv) Faults due to electricity power supply failures/surges for whatever reason.
- v) Faults which prove to be due to additional hardware that is incompatible or incorrectly installed by the customer or other parties.
- vi) Faults which prove to be due to software that is incompatible or installed incorrectly by the customer or other parties.
- vii) Faults which prove to be due to viruses, malware or spyware.
- viii) Theft.

All of the above apply to Stone Computer Man Support agreements.

Call outs to hardware under warranty that are proven to be due to one of the above may attract a call out charge. Such charges will be at the rates prevailing at the time of the visit by Stone Computer Man

3) Software supplied by Stone Computer Man is subject to all terms and conditions as specified by the vendor/wholesaler, i.e. once opened software cannot normally be returned and a refund given unless the disks/CDs are found to be faulty.

4) a) It is the customer's responsibility to ensure that software supplied by the customer for installation by Stone Computer Man is correctly licensed and/or authorised for installation/use by the customer.

b) Whilst every reasonable precaution will be taken to protect customer data, please be aware that it remains the customer's responsibility to back up all of their data at appropriate intervals.

c) Customers should carry out a full data backup prior to any work being out carried by Stone Computer Man

d) Stone Computer Man will, where practically possible, back up customer's data on a best endeavours basis.

e) Stone Computer Man cannot accept responsibility under any circumstances for the loss or corruption of customer data or software.

5) For support agreements, customers must have suitable, correctly licensed and up to date anti-virus software installed and working correctly on ALL servers, PCs, Laptops and mobile devices etc. failure to do so may incur charges for virus removal.

6) Hardware must be installed and used in a suitable environment:-

a) Ambient temperatures must not exceed the minimum or maximum as specified by manufacturers of hardware components.

b) The operating environment should be relatively free of dust and other air borne pollutants.

c) There should be no risk of damage from water, damp or frost etc.

d) The operating environment should be free of risk of excessive vibration or physical shock.

e) Due to the latest minimum hardware specifications for servers, especially small business servers, it may not always be possible to provide loan machines for a server. It is strongly recommended that all business customers consult Stone Computer Man about disaster recovery options. Loan machines will continue to be available for standard PCs subject to availability.

7) Stone Computer Man shall not be liable for any loss or damage, financial or otherwise, arising from advice given, hardware and/or software supplied or work carried out unless proven to be caused by faulty workmanship or neglect by Stone Computer Man and in which case is limited to maximum of £5,000

8) In respect of charges and payments the following apply:

a) Visits, installations, deliveries etc. outside a 5 miles radius from Stone may attract an additional charge. Such charges will be notified to the customer as part of any quote given

b) Accounts should be settled on completion of work or goods received unless other settlement terms have been previously agreed between Stone Computer man and the customer.

c) All goods remain the property of Stone Computer Man until payment in full has been received by Stone Computer Man

d) Quotes, which include hardware and/or software, are valid on the date of the quote and can be subject to change without notification.

e) If the customer cancels an order for hardware and/or software after the hardware and/or software have been purchase by Stone Computer Man a 15% restocking / administration fee may be charged to the customer.

f) Server administration (minor changes) may be made without charge on a goodwill basis.

g) A deposit of 50% of the cost of hardware may be requested at the time of order placement by the customer.

9) Components replaced under maintenance contracts will be by a suitable component of similar specification. This does not necessarily mean that such replacements will be new for old.

10) Call outs that result in abortive visits i.e. where no fault exists, there is no access to the customer's premises, access to the customer's premises or working within the customers premises is deemed to be unsafe, reported machines are not available and accessible, may be charged for at the prevailing rates in force at the time.

11) Customers contact details will be retained for future contact purposes

12) Any machines found to contain images of child abuse or child pornography will be dealt with in line with our code of conduct.

13) These terms & conditions are subject to change without notice.

14) Stone Computer man will only support hardware, operating systems & applications that have reached their end of life, as deemed by the manufacturer, on a "best endeavours" basis. Support agreement holders may be charged for such support.

Please note that additional or different terms and conditions may apply to support agreements.