

## **Term and Condition of Service.**

**Web Design.** Domain registration and hosting are done with our design packages, where the (customer) had already registered a domain and approach us for hosting and design, the customer will be charged for transfer of domain name or DNS (Domain name server) directing services.

All new designs includes 1 year free update\* of the web site if we handle the domain registration and hosting at the same time, consecutive updates and website maintenance will be charged at company's rate of £450.00 (ex vat) per year, or as agreed at the start of the contract. This charge varies and depends on type of updates. (All charges are excluding VAT)

An administrative fee will be added to your bill each year. All renewals attract £200.00 administrative charge per year.

Hosting Plan and Domain fee is yearly invoiced and customers are expected to pay as soon as a due invoice is produced and sent to you. (*See payment*)

## **Updates**

All updates done by us will be on the net between 3-6hours of receiving such updates this also depend on the type of updates. If we are not the designer of your website we will require the actual files of the design to be transferred to us at signup of the contract. Any update on such sites will attract a charge of £450.00 (ex vat) per detail update per month (no free 1 year update for this type of contract)

## **Backups**

GCL does not give any CD backup of website developed on contracts; efforts should be made by clients to have backups of documents submitted for any contract.

## **Payment**

After contacting us and any agreement is reached either verbal/written and or through multimedia a contract deposit of 50% the total charge or £300.00 is expected to be paid before work begins on the contract, unless otherwise accepted during negotiation.

Payments should be made through Bank draft/Cheque or Bank transfer to GCL account. Even if we have started the contract GCL have the right stop/pause progress work on any contract if payments of the contract do not come in as agreed.

### **Termination of Contract.**

GCL has the right to terminate any contract stalled due to reason(s) that may occur and no refund will be made and any money paid will be forfeited and no coding of the design will be given out. Money paid will be assumed to have covered the amount of work done on the design before it is terminated. Such design will be on net for the period of hosting, or else the customer decided to replace the design with their own. However, the customer will be giving details information of how to interact with their allocated server.

### **Transfer of Domain name.**

At the end of hosting plan, the customer will be notified 6 weeks before end of the plan. GCL have the right to cancel the domain and hosting plan as soon as the customer does not show interest of holding the domain name any further.

The customer has the right to call for transfer of domain name to another service provider, but will be charged adequately all incurred debts and transfer charges of such domain name.

### **Re-designing of website.**

Redesigning your website attracts a charge if requested/accepted when suggested; this is negotiable depending on the type of design and purpose of the website. (Please call us 0845 519 4079) or go to <http://www.gracecomputer.co.uk> to make your request.

\*Updates of web sites are in 3 categories of –Light, Medium and Heavy Updates.

*1. Light updates are general updates done not more than 12 times in a year and do not include any changes to the design. It is simple changes to content(s) of original design. This type of updates is normally free to a newly designed site by our Company, thereafter is chargeable with the company's usual rate.*

*2. Medium updates are updates that require more than light updates but not more than 6 changes to originally designed pages of a web contact in a month. Further updates will attract a charge of £75 (ex vat) per original designed pages of the contract.*

*3. Heavy updates are updates that made constantly on originally designed pages of a web contract. It also give allowances for creating a new page for the web site, with adequate changes to the structure of the web site for example additional concepts, adverts, flash objects/content, Audio/Visual contents, Buttons and New Links, additional Shopping cart different from the original categories defined at the approval of the contract. Any updates that falls within this category carries a charge of £275 (ex vat) per new page and £450 (ex vat) per structural changes to the web site.*

## **PC Repairs and Maintenance Insurance scheme.**

### **Introduction:**

This (Company) is established to reduce the cost consumers spent on their PCs. Research has shown that most PCs (residents or Commercial) don't last up to a year before developing problems. If you place as much as £350 or more on a PC and after 1 year or so you find that its sound card on board is damaged or its Hard disc has developed fault, nothing shows on screen, which could either be manufactures defect or users caused problems. It may take you nearly one – third of the purchase price to put it in place.

Whereas putting such PC under repair and maintenance insurance will put a smile in your face and money back in your pocket. At times some damages may require total replacement of the PC, what a loss you say, but with adequate insurance we fix it with no extra money paid at any point of your insurance.

Government and Private Companies are spending lots of money to enforce and encourage the use of computers at home and offices. If care is not taken concerning this acquired machines and machineries, the money spent will go into the drain. But with maintenance insurance policy in place we take you ahead of others.

This is what our Company is established to provide. The life span of a PC is between 5-8 years. They are produced to serve you until you wish to replace them. They are cars and jets of our homes and offices that need proper maintenance. Stop wasting your money on fake products and engineer, solving your problems through trial and error. By fixing a problem they caused you another. Register with us today.

### **Beneficiaries:**

1. Residents (Personal PCs at homes)
2. Schools and Colleges
3. Government Offices.
4. Banks and Commercial Companies.
5. Hospitals and Private Hospitals
6. Universities.

**Machines that can be insured includes:** Desktop PCs, Portables, Laptops/Notebooks, Printers, Scanners, Projectors, Tracking equipments, network equipments, and Servers.

### **The Objective:**

1. Is to insure each PC (stand alone or networked) for any damage or breakdown in the process of use.
2. To provide 24/7 all year round repair for any PC insured.
3. To provide prompt repair service of 8x8x8 hours service to registered customers.

4. To avail the customer opportunity to standard and quality maintenance and repair of their PCs.

**The benefits to subscribed customers:**

1. Prevent wastage of money, time and property which accrue through the use of improperly insured IT/Office machines.
2. Have competent, qualified engineers to manage your installed PCs, Printers and Servers.
3. Have all the hardware of your PC replaced without paying any extra money (up to the casing).
4. Have your data protected and retrieved whenever there is a crash.
5. Have virus, Trojan and spam under control, with our recommended and up to date anti-virus that will be supplies to you free once registered.
6. Have all your consumables supplied from us and be sure of quality and long life of such machine. Research has shown that fake consumables on PCs and Printer have adverse effect on the life of such machine.
7. Have on-site repair and if needed laboratory off-site repairs.
8. Have a loan (PC or Printer) where there is any need for your PC to be taken off site for repairs.
9. We can setup an office in your building for instance patrol of your fleet of PCs of any repair.
10. You are assured of continuous us of your PC whatever the case.

**Insurance Types.**

**Type I:** Free consultation on old and new PCs, free diagnostics, free re-configuration, free virus removal, free data retrieval. If hardware problem, we replace while the owner pay for replaced hardware. No free upgrades, but arrangement can be made for any upgrade required. Call us for price.

**Type II:** Free consultation on old and new PCs, free diagnostics, free re-configuration, free virus removal, free data retrieval. Free hardware replacement, any upgrade will be paid for by the customer.

**Type III:** Total acquisition of your old and new PCs by (Company), this includes free consultation, free diagnostics, free re-configuration, free virus removal, free data retrieval. Free hardware replacement, free 1-year antivirus, 24/7 prompt watch on your network, loan provided for any PC or Printer taken out off site for repair.

**Condition of Service.**

1. Registration carries a price of £50 per PC or Printer on any type of insurance. This involves our engineers visiting your office or home to identify and tag the PC with a serial number, and to ask few questions that will enable us to carry out repairs on

the PC(s) as at due. You will be signing a data analyses sheet that have details of all the PCs you are insuring. The signature is to enable us to cross check what we are taking over from you and will also be reviewed yearly at the inception of New Year insurance. Any agreement will be directly debited from your account at an agreed date. Failure to pay the agreed plan or if a cheque is 'stopped' or 'bounced' will be prosecuted at the court of law and all charges spent on court proceedings by us will be added to your bill adding a daily interest charge based on current interest loan rate of the country of transaction.

2. Where we are not residence in your building, any fault should be reported to us by phone or by mail. ([support@gracecomputer.co.uk](mailto:support@gracecomputer.co.uk)). We have in place on-line support through our website where you can report problems at first hand and we will try to sort the problem out for you, before coming down if needed, visit <http://www.gracecomputer.co.uk/>.
3. Any damages done out of insurance will be treated, but the customer will be advice in due course to pay ASAP. For more see (General Terms of Business and Conditions of service)

#### **General Terms of Business and Services**

1. Our service includes a visit by a PC repair engineer to your home or office. Engineers have been tested by *Grace Computer Ltd* to an acceptable standard and are experienced and/or qualified with qualifications recognised within the industry.
2. Our charges are made for the insurance type registered by you or your company, that our engineers are with you and there is no minimum time they need to spend with you, but they shall try to be as quick as possible to put your PC back in use.
3. We aim to provide diagnosis and repair within a 'reasonable' period of time. Customers must accept to answer any question asked by our engineers; this will enable them to be able to track what happened last and probable solution to the problem. We are time-driven and the service represents the opinion of a professional employed by Grace Computer Ltd.
4. It is the customers' responsibility to provide 'licensed software' and device drivers for all repairs. If proof of ownership is in question, we may be unable to complete a repair; any further assistance we can render may require you to pay where needed if there is any need. Licensed software is available from us and can be purchased subject to availability.
5. Grace Computer Ltd cannot be responsible for the performance and integrity of any third party software and/or services including Internet providers, although we will try to solve all problems on our side to keep your PC working.
6. Customers are responsible for providing Internet account details, passwords, dial up numbers, license keys and any other relevant information when we are installing programs on their behalf.
7. Grace Computer Ltd under no circumstances will be held responsible for any lost or corrupt data during or after a visit. Customers should possess back-ups and accept the risk of data corruption or loss, before, during or after an installation by an engineer. (Please note that only data specified on our invoice will be saved by

- request from the customer, provided it is not corrupt). When there is a crash, we will only try our possible best to retrieve such data provided they are not corrupt.
8. Grace Computer Ltd aim to provide solutions to our customer in the shortest time possible, however for some repairs, (especially when dealing with intermittent faults), additional time may be required to achieve results. So there may be need for offsite repair. (See types of insurance). We prefer to stay on-site wherever possible, if accommodation is provided for our staff, this is when the whole PCs in an organization are under our control.
  9. Upon completion of work, customers are asked to agree that the work has been undertaken to their satisfaction, please ensure at this point that you are satisfied with the work undertaken and have achieved a good understanding of the process of what we have done during the visit itself.
  10. If you are unhappy with our service, please write to us at your earliest convenience to; (Company address). We aim to respond to you in writing within 7 days and where an investigation is necessary, we will inform you of what action that we will be taking.
  11. If a complaint is made where remedial work is still necessary, please telephone us immediately, we will arrange an appointment for an engineer to 'assess' the work originally undertaken and report his findings. This *may be* a different engineer depending on the area that you live. If the problem is beyond our control, caused by the customer or a third party or is-not proven to be caused by poor workmanship, you may be charged for additional payment to cover revisit, or as per your insurance type.
  12. Upon request, Our Company will dispose of any unwanted PC components free of charge. We regret however that once removed; items will be disposed of immediately and cannot be returned under any circumstances.
  13. A charge will be levied to an unpaid bill if a cheque is 'stopped' or 'bounced'. Application to the Courts for full debt recovery and judgement against you will follow adding a daily interest charge, based on 8% per annum.
  14. When purchasing a new PC, Grace Computer Ltd will include one year warrant to un-package, assemble and set-up your system.
  15. If the customer wishes to complete an installation without the engineer being present the customer does so at his/her own risk, any problem that generated through this will not be incurred by us, you will be charged for our engineers revisiting you. Grace Computer cannot be held responsible for any subsequent problems and any remedial work will be charged.
  16. Grace Computer Ltd recommends specific software products to remove MALWARE infections (any software program developed tor malicious use to include viruses, spy ware and adware). It is the customer's responsibility to protect their PC immediately after our visit and continue to update software as/when required, failure to ensure total protection may result in subsequent re-infections and we will not accept responsibility for any recurrences after a visit. (Please ask for our free information guide and current software prices).
  17. Engineers carry a good selection of general stock for purchase. If we are unable to supply a part to you for any reason during an appointment, we will collect payment in advance and return to install it as soon as possible. (There will be no charge for fixing such hardware if you are under Type 1 and Type 2 insurance).

18. For quality and training purposes Grace Computer Ltd record all telephone calls.

**Our Guarantee**

1. Grace Computer Ltd will provide a one-year guarantee for services, parts and some media purchased from us, (please provide proof of purchase).
2. Faulty components (purchased from Grace Computer Ltd under guarantee and with proof of purchase) should be reported by phone. An appointment will be made for an engineer to visit you within 7 working days of your call. We will replace any part under guarantee where possible during our visit, if a part must be ordered; we will advise you of timescales. If you wish for a faster service, you may chose to make an appointment for the same day that you call this service will incur charges. Please call our customer services department on 0845 519 4079
3. If we are visiting you within 7 days and after diagnosis the engineer considers the part we supplied not to be faulty, you will be charged a one-hour minimum fee for our visit.
4. Our guarantee does not cover damage to CD/DVD-Rom/Writer drawer mechanisms caused by the customer, damage to floppy drives/CD/DVD Rom drives by the insertion of foreign objects, or damage caused to printer and modem connection leads. We will only guarantee modem/ISDN/broadband/external devices if high voltage surge protectors have been used.
5. Faulty software bought from Grace Computer Ltd, must be returned by post for examination, with proof of purchase, as soon as the fault is discovered. Replacements will be sent by return post. Please note that damage to disk surfaces will not be covered. Replacement software will be returned by post.
6. Grace Computer Ltd will only install the relevant device driver when replacing a component under guarantee, any additional work to install other third party software applications or utilities etc. will be charged, if it is not part of insurance.
7. For replacement hard drives under guarantee, Grace Computer Ltd will limit our free labour to include installation of the previous operating system and device drivers only, (excluding any external devices or peripherals). Any additional labour will be charged at the current standard rate, see type of insurance you registered for.
8. Grace Computer Ltd do not guarantee our labour, but in the event of a complaint we aim to resolve disputes fairly, please refer to terms I 3 and 14 for more information.

### **Remote Support Service**

Our newly acquired remote support service technology is proven as one of the quickest way of solving customers PC problem. It is easy to use when you are online. It helps us to access your computer from our office and solving the problem for you. Each session of remote service attract charges with minimum of £25.00 (ex vat). If on any occasion you did not finish your session before the problem is resolved you can continue on other occasion with the same ticket. But you cannot transfer your ticket to another computer. For more information visit <http://www.gracecomputer.co.uk/support.html>.

### **Payment**

Payment can be made either to our Bank Account or through checks, and direct debit. You can also pay through PAYPAL if you have one setup. As much as we will like to create a good relationship with our customers we will not encourage any delay in payment of any services rendered and purchases delivered to any customer. Help us to serve you better and to remain in business.

In the event of any difficulty in receiving payment for any rendered service(s) or signed agreement we will take all available legal assistance to get such amount paid with the customer incurring all the legal cost and additional interest rate on such payment.

We are happy to announce a standard, quality and prompt service awaiting all our old and new customers.

*Please note prices of our services and product can change based on market and economy trend but this will not change our quality and prompt service to our customers.*