



## **Broomhill easy tech Terms and conditions:**

### 1.1 Terms and conditions outline:

1.1a The following terms and conditions will apply to the purchase of goods and services (services include diagnostic, analytical, repairs, part replacement and all other services). These terms apply to any potential purchaser or purchaser of these products or services as well as any goods that are sold both on the premises or online.

1.1b All customers are bound by the terms and conditions set forth below upon usage of any services offered by Broomhill EasyTech.

1.1b Usage of any service or receiving any quotation for products/services by a customer, issued by Broomhill EasyTech verbally, by phone, online, or in person, or in writing shall be therefore deemed as acceptance of these terms and conditions.

### 2.1 payments and referral

2.1a All payments for unpaid parts, labour and other charges is due upon completion of the work. *Full transparency and any costs shall be mentioned throughout service with consent by the customer. If at the completion of these services the customer is not satisfied payment will still be required due to acceptance of the continuation of work, as well as pricing, (or estimated figures).*

*This also includes company insurance, however the company does not hold sole responsibility for all communication or lack of with personal or business insurance providers at any point.*

2.1b *The company holds every right refuse or to return equipment if payment for any product or service is refused by the customer as well as if payment is refused by the customer.*

2.1c *We hold the right to refuse the return of equipment if we do not receive payment for any products or services that have been carried out satisfactorily in the eyes of the seller and the customer.*

2.2a *We also hold the right to state whether an item that has been brought in that is beyond repair to hold and keep and recycle providing consent has been given by the owner of said item either, verbally, in writing, or in person.*

2.2b *We also hold the right to retain items that we feel are either stolen, upon this suspicion the local authorities will also be notified in-situ.*

2.2c When diagnostics is required there is a fee of £30 pounds which will be offset against the repair should the customer decide to go ahead with it and consent is given for further work depending on the level of work that is required.

2.3a *Diagnostic work regardless of if it gives any information or it doesn't, a payment will still be required.*



*2.3b Anyone whom wishes to go against the decision of having diagnostics run on their equipment can say so before its undertaking, however this will greatly impact the time in which it will take, and may prove more costly for the customer at any given stage.*

*2.3c Anyone who wishes to have a potential issue on their device that is brought into the shop looked at by a member of staff will be given a standard charge of £30 to pay upon completion this is at the responsibility of the customer to pay.*

### *3.1 Data recovery*

*3.1a EasyTech does not accept any liability for any loss, damage, corruption, disclosure or alteration of any folders, files or data programs or any personal data/information or any information regarding propriety business, or personal information or removal of data. See GDPR – ACT(2021) / INFORMATION GOVERNANCE (2018*

*3.1b when recovering data from any mass storage device EasyTech does not hold any responsibility for any loss of data, or corruption to any files during any restoration process. This is at the risk of the customer.*

*3.2a If the customer wants information to be backed up to any external device from an internal device this will hold an extra cost for moving data as well as the cost of the external device. If the customer still is not satisfied due to loss or corruption of data EasyTech will hold no responsibility for the loss of information through recovery processes.*

*3.2b upon receiving of device the customer will have to sign a waver stating that EasyTech there of will hold no responsibility if any loss of data were to occur or damages as the process can not be said to be always successful dependant on the storage device that has been given to us.*

*3.3 EasyTech also requires the customer to back up any data they wish to have before giving it to us as if data is lost EasyTech does not hold responsibility-ref(3.1b)*

### *4 Software installation*

*4.1 We reserve the right to refuse to install software if we suspect that it is illegal or not correctly licenced.*

*4.1a if the software that is given to us proves to be illegal or not having reputable signatures we withhold the right to either destroy or report to the nearest authority. As long as appropriate evidence has been collected.*

*4.1b Software not bought by us through legitimate means can be subject to our own scrutiny, and validation and upon failing any of our tests and shows that it cannot be authenticated, we hold full right to destroy and report illegal software as well as malpractice.*

*4.2 if an item is brought in to be tested and holds an illegal authentication signature we hold full right to deny service and charge payment for any work that has been undertaken, as well as hold all information in regards to any suspected illegal software that may have been found or detected using our software.*



## *5 Phone Repair*

*5.1 When a phone is brought in for repair EasyTech holds no responsibility for any damages or issues your device may have after completion of any service that we have carried out. If the item still has repeat issues after we have done work on the item, Easytech does not hold any responsibility as customers will have to sign our non-liability waver – see (non liability waver).*

*5.1a if the device that has been brought in has to have a screen replacement or maintenance the customer will hold full responsibility for any services that have been carried out by us, we do not hold any responsibility if there should be issues with the screen after replacement. Due to the nature of changing screens. EasyTech does not guarantee any items to be completely working after we have done work.*

*5.1b customer Responsibility in regards to bringing back a broken item back to us that we have fixed previously will be charged again for any services that we carry out. They will also have to sign a secondary waver of non-liability for any further repairs made. If the customer is unsatisfied no compromise or discount will be made on the set price that we will offer to any customer requiring mobile services or repeat services.*

*5.2 any data on phones will always be handled with utmost care and confidentiality and will not be mistreated by EasyTech, when it comes to data recovery for phones see (3.2b) for reference.*

*5.2a phones that have received water damage and need to have major work doing to them EasyTech is not liable or responsible for any loss of data that may occur through our services or any further damages, EasyTech is not responsible for any long lasting damage caused to the device, This is down to the customers own responsibility*

*5.2b EasyTech holds the right to deem any phone or device as unsalvageable and holds the right to withhold an item or refuse work depending on the condition of the item. If the customer does not consent to the action made by EasyTech they can waver the decision in writing only.*

## *6. Website development and maintenance.*

*6.1 EasyTech holds the right to manage and use data given by any customer as well as their personal information to the website as well as further data from their clients and information given to us under own confidentiality policy – see – (confidentiality policy)*

*6.1a Any maintenance being carried out on a client website must have full transparency with the client before changing or amending any part of a website, communication either verbally or in writing must always be had between client and EasyTech.*

*6.1b Any risks to information or breach of confidentiality between EasyTech and client will result in immediate dismissal and insolvency of contract forth with. The client can waver the decision, however EasyTech holds the right to make executive decisions in regards to any contract that has been give to a client that doesn't meet our own confidentiality guidelines.*

*6.1c Clients hosting their sites via any third party may have to grant permission to EasyTech before any handover is made to us. Any alterations or editing by us will be done on the advice and the consent of the client.*



*6.2 Ecommerce on hosted sites or client sites that we have access to will be edited and maintained by us, if an issue happens that we can't control EasyTech is not responsible for loss of data or false publishing of any kind. However if the client requires proof of use, they can refer to – (privacy policy*

*7.1: Liability:*

*7.1a Broomhill EasyTech will use all reasonable endeavours to provide computer services in accordance with the terms of the contract and will ensure that all the products and services are provided with all reasonable care and skill by well trained and qualified persons. EasyTech will not be liable for any loss or damage that would not be foreseen: any failure by you to follow our advice or recommendations resulting in loss or damages to any items given to us will be the sole responsibility to the customer meaning that EasyTech will not hold any responsibility if anything should happen that would affect the integrity of the item that has been given to us.*

*7.1b EasyTech will advise and give any information required to customers using email or verbally if the information that we give to customers is in full confidentiality and with utmost care and consideration to the customer. However if the information that we give is not considered by the customer and is ignored we are not reliable for any misunderstanding or misconduct or lack of information provided to the customer. This can be seen and referred by – (liability policy)*

*7.1c We are not liable for any failures or damages caused by water damage, virus, or any other kind of malicious sites or apps, any software failures that may occur whilst holding onto items for a customer are at the risk of the customer and EasyTech will not hold any liability for any unforeseen circumstance.*

*7.2 If an item is left with us for any longer than 2 months and has not been collected by the customer it will then become the property of EasyTech, however if the customer is in direct contact with us and will hold extensions contrary to this policy then we will not claim the item. However if there is no correspondence from the customer and failure to reach us then we will take full assumption that the item or items in question are no longer required. As such these shall be taken and either used internally or destroyed in compliance with recycling regulations.*

**These terms and conditions are subject to change at any time without prior notice**

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

**Broomhill EasyTech, 474 Glossop road, Broomhill, S10 2QA, South Yorkshire, 01142660091**

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