

Easy PC Support Ltd

EasyRemote – Remote Support Plan

Terms & Conditions

What is EasyRemote?

- EasyRemote is a monthly Support Plan that consists of a remote connection between Easy PC and the Customers PC by a computer Technician for repairs, maintenance and support for an unlimited duration, subject to; Costs, Fair Usage Policy and Terms & Conditions.
- The Support Plan covers the Technicians' time but excludes any required parts, and/or additional hardware/software required for which there will be an extra charge. Such items may require a site visit or workshop repair to install and the rate (as detailed below) will apply. Software items may be posted. Installation can then be provided by remote connection or via telephone instruction.
- Whilst every effort will be made to meet customers' request for remote support we cannot guarantee to respond within 48 hours. We will endeavour to create a mutually convenient appointment for the support to take place. Should parts (hardware/software) be required the Technician will advise an approximate delivery date.

Software

- The Customer agrees to the installation of Third Party connection software on the PC.
- Connection to the PC is made with a secure password or Windows logon credentials and is protected by AES256bit encryption.
- Whilst Easy PC has control of the PC, the Customer may take control and/or end the remote session should it be deemed necessary.

Costs

- The Support Plan will be provided for one calendar month following a successful Direct Debit collection. A minimum subscription of 3 Months is required.
- Monthly Direct Debit is £6.39 +VAT (Currently 20%), £7.99.
- Out of contract sessions can be purchased at a discounted rate of £25 +VAT per session.
- Workshop Repair Rate £35 +VAT, excluding any Courier, Parts or additional Costs.

Cancellation Policy

- After the initial 3 Month Subscription The Support Plan can be cancelled at any time by the customer giving written notice or by instructing their bank to cancel the Direct Debit.
- Easy PC reserves the right to withdraw the support plan with immediate effect in respect of non-payment or for any other reason deemed appropriate.

Liability

- Easy PC does not guarantee to solve a problem within one session however the Technician will endeavour to solve or appropriately advise of a solution within a reasonable time.
- Easy PC will not be held liable for any loss, inconvenience or failure arising from installation of software updates or incompatible hardware.

Limitations

- The services will be provided for products bought and used in the UK only.
- The Computer must be in full working order prior to being accepted on the Support Plan. An initial Out of Contract Session will be required if an issue exists prior to inception.
- EasyRemote Support Plan is only applicable to the PC covered by the Direct Debit Instruction. Further PC's can be covered by subscribing them to another EasyRemote Direct Debit.
- This Support Plan is not an extended warranty.
- The Support Plan is only applicable to PC's with Genuine Microsoft Windows Operating systems.
- Easy PC will NOT support any PC's containing Peer to Peer file sharing programs. Such programs may be removed before any repair work is undertaken.

Fair Usage Policy

- Easy PC does not limit fair usage to a set hourly figure but may refuse further work within the calendar month period if it deems the amount requested to be excessive.

General

- The Support Plan is provided by Easy PC Support Ltd, 64 Bayton Road, Exhall, Coventry, CV7 9EJ

Data Protection

- Personal details held by Easy PC will be used for contact purposes only.
- Aside from Authorised Agents involved in the management and payment of your account, your details will not be disclosed to any third party.
- Easy PC may wish to contact you about other services or offers by email. If you prefer not to be contacted for this purpose, please inform Easy PC Support Ltd.
- Other than technical information, no personal data will be captured from the PC.