



Wisesserve
By your side

Terms and Conditions

1. A £38 fee is charged for booking in and diagnostic. **This is non-refundable and is non-deductible.** Following this, you will receive a non-obligation quote as confirmation.
2. **WE WILL NOT be held responsible for the loss of data.** It is your responsibility to ensure you have **working** backups of your data before the job is started. **If you do not currently have a working backup of your data or you are worried that it may be lost, please discuss this with the reception at booking.**
3. We cannot guarantee that your current external devices will be compatible with newer hardware or software. Please inform reception or bring in any external devices you have and we will confirm their compatibility with your device.
4. If a re-install of your operating system is conducted, it is your responsibility to bring in the product keys or account information for any licensed software such as Microsoft Office, Adobe Photoshop, Adobe Creative Cloud, etc.
5. Once you have been informed that your machine is ready for collection, we will hold the machine for 30 days without fee. After the initial 30 days have passed you will be charged a **£3 per day** storage fee for up to an **additional 30 days.**

After we hold your machine for 60 days in total (once you have been informed your machine/device is ready to collect) **you agree that your device is now forfeit and agree for it to be sold by us to recover our costs if left uncollected.**

You also provide your acceptance of the storage fee if collecting between 30 and 60 days, and agree to settle the outstanding amount before we release the machine.