

## Fair Usage Policy

Our 'new PC set-up' and 'health-check' offers generally take more than one hour to complete. As our standard hourly rate is £40.00 Inc. VAT this represents excellent value for money.

Moving from one PC to another is rarely a simple process. Over time a huge amount of data, programs, settings and devices will be installed / configured / removed and so on. To ensure we undertake your instructions as smoothly and efficiently as possible please take time to read the following notes regarding our PC Health-Check and New PC Set-Up offers prior to engaging our services.

By engaging our services, you do so on the basis that you agree to the following:

1. **Collection and Delivery:** Our £40.00 Inc. VAT computer health-check and new PC set-up offers are undertaken on the basis that the customer drops-off the computer and collects their computer when the work is complete. In some circumstances if we need to come out to you, we *may* charge for our time on a pro-rata basis
2. **Health-check:** It is not always possible to resolve issues with your PC, some viruses and registry changes require the re-installation of your operating system to resolve. In the event that we are unable to resolve issues with your PC we will advise a suitable course of action. In the event you decide to collect your PC before we have completed our work then any time spent investigating issues *may* still be subject to charges up to a maximum of £40.00 + VAT or part thereof
3. **Data Transfer:** For your new PC set-up we will transfer up to 50GB of your data from your old PC to your new PC, after which any additional data to be transferred will be charged at our standard hourly rate or part thereof
4. **Programs:** Unless otherwise instructed, as part of our PC set-up we will install Adobe Reader and iTunes (if present on your old PC). We will also download and install Windows Updates and where possible upgrade your PC to the latest version of Windows 10. Please note however that sometimes there are time-constraints imposed by Microsoft, which may delay the installation of the latest Windows 10 operating system (currently version 1607), in which case you may have to undertake this activity yourself
5. **Passwords:** Please ensure you provide passwords for your email account(s) - and where you have enabled this – your Windows Account Login Password(s)
6. **Transferring Programs:** Unfortunately we cannot simply *transfer* programs (e.g. Microsoft Office) from one PC to another. Any programs that you wish to continue using will need to be *re-installed* on your new PC. It is important therefore to ensure you have your license (or product) keys available for any software you wish us to install. If you bring your software with you we will endeavour to install the software on your behalf, as long as the software is compatible with your new operating system
7. **User Accounts:** We will transfer up to 2 user accounts from your old PC to your new system. Depending on the amount of data to be transferred additional accounts may be subject to charges at our discretion
8. **Networked devices:** If your PC access network devices such as Network Printers, Network Attached Storage, IP Cameras etc. They will usually require some form of on-site configuration, if you would like us to do this you may be charged for this service

9. **Data Transfer:** Some folk decide to store data in places that are not obvious to us (for example, we have had occasions where documents have been stored in the *Program Files* folders) in which case it is up to you to ensure we know where your documents are stored. Unless instructed otherwise we will only transfer documents from the following locations on your old PC:
  - a. *My Documents* or *Documents* folders
  - b. *Pictures, Downloads, Music and Videos* folders
  - c. Any files on the desktop
  - d. Internet Explorer *Favourites*, Google Chrome and Firefox *Bookmarks*
10. **Data Transfer:** Email accounts, Address books and Contacts
  - a. We can only transfer email accounts from and to *compatible* email clients. We will advise if this cannot be done
  - b. You must supply your email passwords if you want us to verify your email is set up and working.