

SERVICE CENTRE TERMS & CONDITIONS OF SERVICE

This document outlines the terms and conditions of service applied within the PC Gurus (TTM Group) service centre. This document applies to all service requests and devices submitted into the service centre.

RELEASE OF YOUR DEVICE TO US IS TAKEN AS ACCEPTANCE OF THESE TERMS.

- The customer confirms that they are the owner or representative of the owner of the device requiring service and are authorised to request service from PC Gurus.
- The customer confirms that the description of the fault is accurate and confirms that no other faults exist, to their knowledge, with the device. PC Gurus will not be held responsible for faults not declared at the time of service request.
- Devices taken for service on the basis of manufacturer's warranty. (Nokia & Samsung) are serviced under warranty conformant to the terms and conditions set out by the manufacturer. The accredited engineer's decision is final in all matters. Should there be cause NOT to service under warranty the customer will be contacted. Any out of warranty repair may incur costs for which the customer will be liable.
- PC Gurus (TTM Group) is not responsible for data held on ANY device (including mobile handsets, & Hard Disk Drives) It is the customers responsibility to safeguard any such data prior to requesting service.
- PC Gurus is not responsible for accessories provided with a device, unless specifically requested by the engineer. This includes, but is not limited to: Sim Cards, Memory Cards, Batteries, Battery Covers, Cases, Straps. It the responsibility of the customer to remove any accessories prior to requesting service.
- Board Level Repairs (including soldering) are undertaken at the customers own risk. Devices requiring board level repair are risky and PC Gurus does not accept responsibility for damage or PCB failures due to these requests.
- Physically damaged devices, including liquid damage are attempted at the discretion of the duty engineer. No warranty is given on any repair to damaged handsets. Repairs to liquid damaged handsets should be treated as temporary; PC Gurus offers no guarantee as to the longevity of such repairs. DAMAGED HANDSETS MAY BE LIABLE FOR ENGINEERING CHARGES EVEN IF BEYOND REPAIR.
- Completed repairs are informed to the customer by telephone, email or SMS Text Message, as provided by the customer. All details are logged on our internal system. Proof of sending emails and SMS are taken as proof of delivery. Customers are requested to collect handsets promptly, full payment is required on collection.
- Handsets are held for a period of 90 days from repair completion and customer contact (as stated above). Handsets not collected after this time will be recycled to recover repair and engineering costs.
- Handsets taken for repair via post or other remote route are taken at the customers own risk. PC Gurus (TTM Group) accepts no responsibility for devices lost or damaged in transit either to our service centre, or on return to the customer. Unless payment is made for insured Special Delivery Return. Proof of postage is taken as proof of delivery on all returns.
- Any timescale given at the time of acceptance of repair is an estimate only. PC Gurus is not, in anyway bound to meet this timescale. Warranty repairs sent away to Nokia or Samsung are done so at the customer's risk. Timescales for send away repairs are an estimate, and may take considerable longer (up to 6 weeks in some cases) Devices sent away on behalf of the customer are done so at the customers sole risk. PC Gurus can not accept responsibility for loss, damage or delay caused by such repairs.
- It is the duty of PC Gurus (TTM Group) to report appropriately should content be found on any device which could be conceived as indecent or criminal. Should this be necessary PC Gurus reserves the right to retain the handset from the customer for inspection by the appropriate authorities.
- Due to the data protection act, we are unable to provide details of any repair to anyone other than the customer or representative of the customer. Handsets will only be released to the customer named on our system. Photographic ID may be required to collect your handset.
- PC Gurus reserves the right to refuse service to any customer.
- Pursuant to the terms of warranty. PC Gurus may re-flash, update or otherwise activate software or services related to your device. This may include software updates, virus definition updates and service activations such as Nokia OVI. Acceptance of these terms (as above) is taken as acceptance to activate any relevant and appropriate service so long as said service may be beneficial to the customer and FREE OF CHARGE.