

A1 PC Consultants – Plan-IT Policy Terms and Conditions

- 1.1 These terms and conditions apply throughout the length of a policy agreement, which begins on the inception date and ends exactly 365 days after.
- 1.2 The policy is inception only upon receipt of payment of the premium in full.
- 1.3 The customer has the right to terminate the agreement up to 14 days after inception and is entitled to a refund of the premium in full where no claims have been made.
- 1.4 Policies cancelled after the 14 days 'cooling of' period are not entitled to a full or partial refund.
- 1.5 Cancellation of policies can be made either verbally or in writing.
- 2.1 A *call out* means that you have contacted us to request assistance under the policy agreement.
- 2.2 The policy provides call out cover at the limited specified on your schedule.
- 2.3 The policy provides cover for labour costs only.
- 2.4 The policy does not provide cover for any parts.
- 2.5 The policy does not provide cover for sundries.
- 2.6 Call-outs outside the policy limit will result in normal charges being applied.
- 2.7 A1 PC Consultants operates 24 hours a day, 7 days a week but there are occasions when we may not be able to send an engineer on the same day you contact us. In this event we will make an appointment for you for the earliest possible date/time we have available.
- 2.8 We operate a zero call-out fee for all work that is carried out.
- 2.9 We reserve the right to charge a call-out fee if we travel to you and you either;
 - a) Refuse entrance to your property for reasons other than failure to provide identification.
 - b) Fail to answer the door within a reasonable time, resulting in the engineer leaving.
 - c) Do not call to cancel jobs that are no longer required.
 - d) Fail to make payment upon completion of work.
 - e) Reside outside the boundaries of the covered area.
 - f) Are abusive or impose threatening behaviour towards our engineers or call centre staff resulting in us cancelling your job.
 - g) Are late for appointments by more than 30 minutes without making contact with our office.
 - h) Fail to notify us of any change of address resulting in the engineer attending the wrong address. A1 PC Consultants do however take steps to ensure these incidents are rare.
- 3.1 Engineers carry a number of parts but on occasion it is necessary to order them. Engineers are entitled to request payment in full for any parts that need to be ordered. A document will be issued to you stating that A1 PC Consultants have received payment(s) for the part(s) in question and that no additional payment(s) are required for sourcing the part(s).
- 3.2 A1 PC Consultants can make no guarantee as to the availability of parts from our suppliers.
- 3.3 A1 PC Consultants will endeavour to source any out of stock part(s) from alternative suppliers.
- 3.4 The Customer is responsible for the difference in cost of any part(s) from alternative suppliers.
- 3.5 The Customer is responsible for any VAT incurred on the cost of any part(s) from both our approved and alternative suppliers.
- 3.6 Parts are initially covered by our supplier's terms of sale. For instances where this does not apply, the standard manufacturers guarantee applies, which is generally 12 months unless otherwise stated.
- 3.7 A1 PC Consultants only guarantee work when parts have been replaced.
- 3.8 A1 PC Consultants do not guarantee any of the following types of work.
 - a) Virus/Spyware removal
 - b) Hardware installations where the hardware is not new and has been supplied by the customer.
 - c) Configuration of software where it was not originally installed by A1 PC Consultants or a partner company.
 - d) Configuration of any peripheral device that was not initially configured by A1 PC Consultants.
 - e) Installation of any third party software that is not supported by A1 PC Consultants.
- 4.1 Policies can only be renewed once the lapse date has expired.
- 4.2 Payment for policies can be made by credit/debit card or by cheque when supported by a valid guarantee card.
- 4.3 Policies that expire without any call-outs being made may be entitled to a no claim discount for the following year. The rate of which will be advised upon invitation to renew.
- 4.4 A1 PC Consultants have the right to cancel your policy at any time providing there are reasonable grounds to do so and those grounds must be confirmed in writing at least 7 days prior to cancellation.
- 4.5 The Customer is entitled to appeal against terminated policies and should do so in writing within 14 days of cancellation.
- 5.1 Calls are normally answered by a dedicated call centre team 24 hours a day, 365 days a year. This includes all public and bank holidays.
- 5.2 A1 PC Consultants reserves the right to change how our calls are handled without notice being given.
- 5.3 Should your call be routed to an engineer that is not able to answer your call, they will be notified by SMS (text message) that you have called and will usually respond to you within 30 minutes.
- 5.4 If an engineer is not able to contact you within 30 minutes, our help desk will contact you to deal with your query.
- 5.5 All calls to our help desk are based on local rate charges determined by your supplier.
- 6.1 A1 PC Consultants adheres to the Data Protection Act 1998 and has a strict policy published on our website.
- 6.2 A1 PC Consultants will not divulge your personal information to any other third party without your prior written consent to do so.
- 6.3 A1 PC Consultants may ask for verbal permission to transfer your information to another company in the event that we are required to outsource a job.
- 7.1 Customer's data is never copied from one machine to another unless a backup service has been requested. We operate a strict privacy policy that is not open for negotiation.
- 7.2 A1 PC Consultants do not perform any searches for files stored on your disks other than in the event of backup services being required.
- 7.3 A1 PC Consultants is obliged by law to report any evidence of any of the following types of criminal activity discovered on a customer's disk/diskette/external media device or any other form of data storage left in possession of A1 PC Consultants;
 - a) Child pornography
 - b) Evidence of fraud including copyright theft
 - c) Evidence of assault to another individual
 - d) Evidence of money laundering/counterfeiting
 - e) Evidence of computer hacking
 - f) Any other illegal activity
- 8.1 A1 PC Consultants will not install any software supplied on a non-original disc unless evidence is provided to show that the Customer is licensed to use the software. A form of evidence would usually be the Product licence itself or the original disk.
- 8.2 Any software installed by A1 PC Consultants will either be licensed or will be freeware. A licence is not required for freeware applications.
- 8.3 On occasion, we may install a shareware application on your machine with your consent. A shareware application is usually free but with limitations/conditions/advertising.
- 8.4 If shareware is installed on a machine it is the Customer's responsibility to remove the application once any trial periods have expired.
- 9.1 A1 PC Consultants will send confirmation of amendments to personal information by post. This is usually sent to you within 5 working days of the changes being made.
- 9.2 Password information will never be divulged over the phone but will be managed online by our website.
- 9.3 A1 PC Consultants may record calls to our offices to help us improve the service we provide.
- 9.4 A1 PC Consultants may from time to time carry out customer satisfaction survey calls in order to improve the standards of service we offer. Please tell the agent upon taking out the policy if you would like to opt-out of this service.
- 9.5 A1 PC Consultants may also send out promotional material to your home address and/or email address. Please tell the agent upon taking out the policy if you would like to opt-out of this service.

Call **0845 833 4947** in the event that you need to make a claim and our call centre staff will forward your details to your local consultants who will return your call within 30 minutes.
If your call is urgent, please inform the customer service advisor.