



Policy booklet

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Policy Definitions

Insured

The **policyholder** and any member of the **policyholder's** family or employee of the **policyholder's** company.

Period of insurance

The period of insurance stated on **your** schedule.

Policy

The policy booklet, the schedule and any applicable endorsements, appendices and memoranda which may apply.

Policyholder

The person(s) named as policyholder on **your** schedule.

Employee

An individual who is employed by the company to which the policy relates.

Us, we or our

A1 PC Consultants Ltd

You or your

For all sections, the **policyholder** and any member of the **policyholder's** family or employee of the **policyholder's** company.

Assets

Equipment covered under the policy

Important information

A1 PC Consultants adhere to the Data Protection Act 1998 and all information we hold is protected by applicable laws.

A1 PC Consultants will never divulge your information to any third parties without your prior written consent.

A1 PC Consultants will not discuss account information with anyone but the policyholder unless written permission from the policyholder has been received.

You can view our privacy policy by visiting our website.

Copyright

A1 PC Consultants will not deal with any pirate software. We do not sell, loan or copy such software and have an obligation to report evidence of such activities to the correct authorities.

All installations of software carried out by A1 PC Consultants will be genuine and product licences will be supplied.

In order for A1 PC Consultants to carry out system restorations on machines, the machine must show a valid Microsoft product key. Machines without this sticker will be subject to full costs of a new operating system unless substantiation of ownership of the product and its relevant licence(s) can be provided.

The policy contract

- 1. The policy booklet and schedule must be read together as one contract. Any word or expression to which a specific meaning has been given either in the policy definitions or section definitions bears the same meaning wherever it appears in bold type.
- 2. This policy is for a minimum of 12 months and is an annually renewable contract. In return for having received and accepted **your** premium, and any further premiums **we** may require, **we** will cover you under those sections shown on **your** schedule during the period of cover, subject to the terms and conditions of this **policy**.

For and on behalf of A1 PC Consultants.



Gareth Jones
Managing Director
A1 PC Consultants Limited

Introduction

Thank you for entrusting your computer maintenance to A1 PC Consultants.

Your policy consists of this booklet, your agreement and schedule. It is based on the details you have supplied to us. Please keep all these documents in a safe place.

Your schedule shows the items that you have asked us to cover. Please check that all of the items you requested are on the schedule. If you have any queries or wish to change any aspect of the cover you should contact us at the address shown on the schedule.

At the end of this booklet we have we have included advice if you should need to make a claim and what to do if you feel the quality of service falls below the level you are entitled to expect.

Changing circumstances

If you decide that you do not want this policy, we will refund any premium already paid for the unexpired period of cover, provided that you notify us no later than 14 days after the start date of your cover, or after you receive your policy documents, whichever is later.

At renewal, if you decide you no longer want this policy after you have paid the renewal premium, we will refund any premium already paid for the unexpired period of cover, provided that you notify us no later than 14 days after the renewal date.

Section 1 - Repairs

This section only applies if shown on your schedule.

The equipment recorded on the **Policy** is covered for:

We will not cover

1. Mechanical failure or malfunction to a machine where the **Policyholder** is not aware of the cause of the problem.

- i. Mechanical failure due to malicious damage caused by the **Policyholder** or an **employee**.
- ii. Mechanical failure caused by a contractor not related to us.
- iii. Mechanical failure caused by either the **Policyholder** or an **employee** attempting a repair.
- iv. Mechanical failure to a machine not declared on the policy or exceeding the asset limit.

2. Smoke, fire or water damage

- i. Damaged caused maliciously by either the **Policyholder** or an **employee**.
- ii. Damage caused by works carried out by a non-professional.
- iii. Damage caused to a machine not recorded on the policy or exceeding the asset limit.

3. Electrical failure, surges or other malfunction not otherwise excluded.

- i. Damage caused by electrical work being carried out by a non-professional electrician.
- ii. Damage due to malicious damage caused by the **Policyholder** or an **employee**.
- iii. Damage caused to a machine not recorded on the policy or exceeding the asset limit.

4. Wear and tear not otherwise excluded.

- i. Wear and tear to a machine not recorded on the policy or exceeding the asset limit.

5. Accidental damage

- i. Wear and tear to a machine not recorded on the policy or exceeding the asset limit.

6. Viruses and Spyware

- i. Infection of a machine not recorded on the policy or exceeding the asset limit.

7. System Restoration

- i. The first £20.00 of the cost.

Section 2 – Remote Support

The equipment recorded on the **Policy** is covered for:

1. Remote support services

- i. Remote support services to a machine not recorded on the policy or exceeding the asset limit.
 - ii. Remote support sessions not exceeding the limit indicated on the schedule.
 - iii. Remote support services to a machine that does meet the requirements of the remote support application.
-

We will not cover

Section 3 – Remote Backup Services

The equipment recorded on the **Policy** is covered for:

1. Remote backup functions for servers

- i. Remote backup functions for servers not recorded on the policy or exceeding the server limit.
 - ii. Remote backup functions for non-server machines.
-

We will not cover

2. Backup of all server data

- i. Backup of *any* illegal data.

Section 4 – Call outs

The equipment recorded on the **Policy** is covered for:

1. On site engineer visits

- i. Visits exceeding the limit indicated on the schedule.
 - ii. Visits to a different address to the address recorded on the policy where the policy package is either Home or Home+.
 - iii. Visits to premises where special permits are required and the requirement of permits was not made clear when the policy was taken out.
 - iv. Visits to controlled rooms where we were not made aware of the controlled rooms when the policy was taken out.
-

We will not cover

Section 5 – Upgrades

The equipment recorded on the **Policy** is covered for:

1. Upgrade of parts (hardware)

- i. Upgrades to machines not recorded on the policy.
- ii. The cost of any parts required.
- iii. The costs incurred in sourcing parts from suppliers who are not approved by **us**.

2. Upgrade of software

- i. Upgrades to software on machines not recorded on the policy.
- ii. Upgrade of *any* illegal software.

We will not cover

Section 6 – Tuition

The Policyholder is covered for:

1. Demonstrations on software use
2. Demonstration of best practice methods

We will not cover

- i. Tuition services on a machine not recorded on the policy.
- ii. Tuition services for *any* illegal software.

Making a claim

To make a claim on your policy, first check this booklet to make sure that you are covered. Call 0845 833 4947 and speak to one of our call centre staff who will take your details and arrange for your local consultant to return your call within 30 minutes to discuss your claim.

Our complaints procedure

A1 PC Consultants is committed to ensuring that you are treated in a well-informed manner, with fairness, with courtesy and with respect for your needs.

As you would expect, A1 PC Consultants commitment extends to dealing with any possible dissatisfaction you may have in a straightforward, helpful way. We believe the key to customer satisfaction is to provide speedy access to those best placed to resolve issues quickly and efficiently.

If you have a complaint

Please contact us quoting your policy number or claim number. You should always address your complaint to:

A1 PC Consultants Ltd
Customer Services
72 Giles Road
Lichfield
Staffs
WS13 7JY

Or telephone **0845 833 4947**

Calls are charged at your local rate and may be monitored or recorded.

Email: enquiries@a1pcconsultants.co.uk

Making a complaint will not affect your legal rights.