

Urpc- Standard Terms and Conditions of Business.

All orders or works are subject to these terms unless expressly agreed otherwise in writing on a Company letterhead.

1. In these conditions:

- 1.1. "Urpc" refers to Urpc limited
- 1.2. "Agreement" means any agreement made subject to these Conditions which shall incorporate these Conditions
- 1.3. "Customer" means any person or organisation with whom the Company enters into an Agreement subject to these conditions.

2. Fixed Fee Policy

- 2.1. Our fixed fee policy applies only to a single workstation and does not apply to networked systems or multiple systems in a single household.
- 2.2. Any additional work that is not covered by our fixed fee policy will be charged at the appropriate rate.

3. Installation of Software

- 3.1. In the event of software installation, the customer must be able to supply all the required drivers, software license(s), CD-Rom(s) or Product Key(s) and/or restore disk(s).
- 3.2. In the event of an operating system reinstall/upgrade we will only install the operating system and drivers of already installed hardware, additional work requested will be charged at the appropriate rate. Wherever possible we will attempt to restore internet connectivity and e-mail services providing the customer provides username/password and phone number details for their Internet Service Provider (ISP).

4. Invoicing and Payment Policies

- 4.1. An invoice will be issued on completion of any work.
- 4.2. Full payment will be required upon delivery or job completion

5. Warranty Terms

- 5.1. The manufacturer warranty applies to all products sold by Urpc. Under the limitations of that warranty, all individual parts sold by Urpc have a warranty against the manufacturing defects for a period of ONE (1) year, unless otherwise specified.
- 5.2. Merchandise that is abused after shipping is not covered by any warranty.
- 5.3. Where goods carry a manufacturers on-site warranty, any claims under this warranty should be made directly to the manufacturer.
- 5.4. Should a component prove defective during the manufacturers warranty period, Urpc will provide a replacement component and provide installation at no charge. Collection and delivery charges will still apply. The cost of re-loading software on a failed hard disk drive covered by the manufacturers warranty will be chargeable.

6. Software troubleshooting

- 6.1. Our standard rates apply for software troubleshooting. However, due to the close integration of software into the operating system and the many possible causes of software faults and system crashes caused by software, we can offer no guarantee that the problems may re-occur after the initial fix of any problem.

7. Limitations on Liability

- 7.1. Urpc is not responsible for the integrity of data on storage equipment. (Hard drives, tape drives, floppy disks etc.) We strongly recommend that customers back up their data before releasing systems to us for diagnosis or repair.
- 7.2. Urpc does not support or warranty purchased or installed software.
- 7.3. Urpc will not be held responsible for incidental damages done to hardware from any and all upgrades or diagnostic procedures.

8. Support Contract

- 8.1. Support contract provided by Urpc will be on a 12 month bases
- 8.2. Payment for support contracts will be by standing order on a monthly bases

9. Quote Policies

- 9.1. Due to the volatile nature of PC component pricing, a quote issued by Urpc will only be valid for a period of 14 days. If the quote is not accepted within this period it will be our policy to check the Component prices and if necessary issue a new quote.

This does not affect your statutory rights as a consumer

Urpc policies, as well as prices, are subject to change without notice