

1 Terms and Conditions

1.1 Terms and conditions for the use of Care Computers and Services Ltd. ad-hoc support services. These are in addition to our standard terms and conditions of service. These terms apply when you purchase block hours for ad-hoc support, arrange regular ad-hoc remote or onsite assistance, or any other ad-hoc service not covered under maintenance support.

2 Service Provision

- 2.1 This service is for business and individual users. Our standard support working hours are Monday to Friday, 8:30am - 5:30pm, excluding bank holidays.
- 2.2 This service is not a substitute for anyone taking appropriate steps to maintain and safeguard your computer systems using regular backups, running up-to date anti-virus products and adopting other relevant security and maintenance procedures including regular updates.
- 2.3 When ordering this service, we will evaluate your problem or request prior to accepting it as an order for work. During this process, we may recommend steps that are required before we can start. This may require initial consultancy charges or product purchases before work can commence.
- 2.4 In providing this service we will use all reasonable efforts to provide on-site and remote support within the timescales agreed with you. However, all dates and times are estimates and we cannot guarantee that we will meet them.
- 2.5 If as part of this service, you are required to install any software you agree to install and keep this software. If you refuse to install this software this may mean that we have to offer a reduced level of service or withdraw the service completely.

3 Block Hours (Credits)

- 3.1 This service is based on our standard hourly rate charge as agreed beforehand before any work commences
- 3.2 Our team will carry out an initial diagnosis and provide an estimate of the number of credits required to resolve the problem or task ("Block Hours"). Estimates are usually made within 48 hours of agreeing to your request.
- 3.3 On resolution of the problem or task, the Block Hours will be reduced for each hour used up to the maximum specified in our estimate.
- 3.4 We reserve the right to re-estimate the time required for the resolution of a problem or task if additional information received changes or extend the scope of the problem or task. In such cases, you have the option of withdrawing your request and applying for a refund for any unused Block Hours purchased specifically for that problem or task.

4 Payment and Refunds

4.1 If your problem or task cannot be resolved, no credits will be used and you may request a refund for Block Hours purchased specifically for that problem. To request a refund, post a reply to the support ticket created for the request.

5 Escalation Procedure

- 5.1 If you feel that your problem or task is not being attended to in a timely fashion you can request that your request is escalated. At this point a senior engineer will be allocated to investigate the resolution process and resolve your issue. We will report back any findings.
- 5.2 In the unlikely event that you feel you are not receiving the level of service you expect you can record a concern under our complaints procedure. A copy of which is available on request.

6 General Terms

- 6.1 You agree to our terms and conditions as set out in this document and agree:
- 6.2 To our support team having remote access to your computer systems as required;
- 6.3 To have technical details regarding your systems recorded on our databases;
- 6.4 To allow us to create any administration accounts that we may require.
- 6.5 We do not guarantee we will be able to address all problems or tasks reported, or that we will be able to advise you on all issues raised.
- 6.6 We are not liable for failures in any of the supported applications and operating systems. We recommend that you perform regular backups as we cannot accept any liability for loss or corruption of your data.
- 6.7 If a problem is due to an item not covered by the request or estimate it is your responsibility to arrange for the problem or task to be addressed through another party.
- 6.8 We reserve the right to modify these terms without prior notice.