



**'APPLE GREEN TECH LTD'
MAC TECHNICAL SUPPORT.**

Terms and Conditions.

JUNE 2010.

NB: The person or persons who are responsible for payments must be informed of your intention to consult APPLE GREEN TECH LTD. From this point we enter into a contract between APPLE GREEN TECH LTD & yourself. Please provide the details of the accounts manager responsible for paying before requesting any chargeable work from APPLE GREEN TECH LTD. Please note that VAT must be added to all published prices.

1. CHARGEABLE & NON CHARGEABLE SERVICES

a. TELEPHONE CONSULTANCY

Telephone discussions about appointment arrangements are FREE of charge. Telephone dialogue where verbal consultancy is given, is left to the discretion of the APPLE GREEN TECH representative charged at the our normal rates, (please call for latest). Payment for telephone support lasting longer than 15 minutes can be made with PRE-PAID HOURS.

b. ON SITE APPOINTMENTS

If a APPLE GREEN TECH representative is requested to visit your 'work' or 'residence' or any other 'meeting place' to discuss a brief or repair, unless otherwise stated, we consider this to be an 'appointment' where consultancy is inevitably given & therefore will be chargeable at our current rate of £75.00 for the call out and for any time up to ONE hour - thereafter charged at £35.00 per hour. Depending on your location, a standard call out fee of £75.00 will apply. You may also incur an extra call out charge if location is outside of TFL (Transport For London) Zones 4-6 or/and outside of the M25.

CALL OUT CHARGES

£75.00 standard call out (including 1st hour) Zones 1-3
£60.00 local (SE24 & SW9) call out (including 1st hour)
£50.00 call out with **pre-paid hours**

c. ON SITE PROCEDURE & PAYMENT TERMS

While ON SITE a short verbal 'Mac & peripheral problems' list will be requested by our engineer from your representative & compared to our initial telephone conversation. On completion of the work, you will be asked to test the repairs in the presence of the engineer. All customers will be asked for payment in FULL (preferably in the form of a cheque) on completion of the engineer's work before the engineer leaves. A VAT receipt & short report will be issued in receipt of payment.

Unfortunately at this time, we can only accept credit cards over the phone and not instantly.

This arrangement will stand until further notice.

NB: Refusal or the inability to test in the presence of the engineer will qualify the work as 'satisfactory' & payment will stand. All 'successful' repairs by your appointed APPLE GREEN TECH engineer qualify as 'satisfaction' of the work completed.

d. PRE-PAID HOURS

Pre-paid hours must be paid for in full before being used. Standard pre-paid hours will be charged at £30.00 per hour and can only be purchased in blocks of 10. For the first 6 months since date of first purchase, the customer will get a FREE extra hour for every block of 10 purchased. Pre-paid hours can be used at anytime, however between the hours of 18:00-00:00 and at weekends pre-paid hours will be charged at £45.00 i.e. time and a half. Hours remaining will be displayed on your next invoice in full, or the customer can enquire by telephone or email to find out how many hours they have remaining. A discounted call out charge of £50.00 will apply. First time buyers will get their first call out for FREE.

e. NO FIX - NO FEE POLICY (APPLE SOFTWARE OS 8, 9 & OS X (1-6) ONLY)

We carry this policy to guarantee our commitment to our valued customer. To QUALIFY for our 'Apple Software NO FIX - NO FEE' policy, specific 'Apple Software problems' must be disclosed in our initial 'telephone conversation' (this will include software versions & details pertaining to your Mac problems). If our engineer attempts to take on a repair to a specific problem outlined in the 'telephone conversation' & is unable to fix it then the time taken on THAT repair will

not be charged for.

Exceptions: Any time attempted but not successfully repaired due to the customers corrupt or unlicensed software, faulty hardware, PC only firmware or PC only Software (non Apple) on a non Apple product or because of a software conflict between Apple software & the customers' 'must have' Third Party software, is considered to be 'not the engineer's fault' & will be charged for. He will suggest a work around alternative at his discretion. Any other attempted repairs additional to those specified in our 'telephone conversation' will be chargeable.

PLEASE NOTE THAT THIS POLICY APPLIES TO MACHINES with LICENSED

APPLE SYSTEM SOFTWARE OS X ,OS 9.X or OS 8.X.

ANY OTHER SOFTWARE THAT IS UNLICENSED AND LOADED ONTO THE MACHINE'S HARD DISK DEEMS A DISQUALIFICATION FOR A 'NO FIX - NO FEE' REFUND.

IF THE ENGINEER SUSPECTS A SOFTWARE APPLICATION IS CAUSING THE PROBLEM, THEN IT MAY HAVE TO BE REPLACED WITH THE CUSTOMERS LICENSED VERSION & TRASHED TEMPORARILY.

f. OTHER ISSUES

Any issues regarding email software that could be a Gateway for 'Bugged' emails & viruses are also at the discretion of our engineer. We use the most up-to-date VIRUS DEBUGGING software but NEW strains of Worms or Trojan Viruses are beyond our control. We will of course offer to cure the VIRUSES as & when an ANTIVIRUS UPDATE IS RELEASED. We strongly advise customers to install ANTI VIRUS SOFTWARE onto OS 8.x, OS 9.x & OS X equipped machines. Remember to update your Virus definitions every month from the web or Commercial CDs. Please note that due to its large OS size OS X can be a lengthy operating system to repair. If a customer decides to stop the work before the engineer has finished then full payment for the time taken up to the nearest hour will be chargeable. **IN SOME CASES THE ENGINEER WILL REQUEST THAT THE COMPUTER IN QUESTION SHOULD BE TAKEN BACK TO OUR BENCH LAB FOR OVERNIGHT DIAGNOSING (BACK TO BASE).** PLEASE ask for details.

g. GUARANTEES

Unfortunately, long term guarantees cannot be given due to persons known or unknown incorrectly operating the repaired machines. If any bugs STILL exist, or RETURN after the engineer has left, we, of course will consult by phone or on most circumstances drop in to repair, FREE of charge if APPLE GREEN TECH has been notified by way of a telephone call, an answer phone message or email within no more than 3 working days from the leaving date of the previous ON SITE visit. If, on his return the reason for the failure is deemed not his fault due to users error, then payment will be asked for. This might even qualify for our **BACK TO BASE** policy.

2. NON PAYMENT

IN THE RARE EVENT OF A CUSTOMER'S FAILURE TO PAY WITHIN THE TIME SPECIFIED ON THE INVOICE; OR A SITUATION ARISING CONCERNING A PAYMENT BEING STOPPED.

FAILURE TO PAY

You will be notified ASAP & if not resolved within a specified time limit to APPLE GREEN TECH's satisfaction, will be passed on to our debt collecting agency including additional surcharges to cover our costs. Interest will be chargeable after every month for any late payment.

PAYMENT BEING STOPPED

You are duty bound to inform APPLE GREEN TECH of your action, immediately. We reserve the right to inspect said machine and have access to correct/fix the machine under our **BACK TO BASE** policy or **ON SITE**.

Failure to allow our engineer the right to inspect the machine after this situation will **NOT** be accepted as a reason for stopping payment. You will be notified ASAP & if not resolved within a specified time limit to APPLE GREEN TECH's satisfaction, will be passed on to our debt collecting agency including additional surcharges to cover our costs.

BACK TO BASE POLICY

It may be necessary to bring a machine back to our Studio bench for further testing & repair. This allows us to thoroughly check, over a longer period, its behaviour in order to fully repair the machine. Notification will be given ASAP as to the inspection/repair report by way of a telephone call or email. Unless otherwise stated, customers items left at our trading address, -including Macintosh computers, iPods or any software or peripherals- which are NOT collected by the customer within 60 DAYS from the DROPPING OFF DATE, will be disposed of in accordance with normal working

practices and donated to charity or worthwhile causes. This usually happens when the cost of repair will be more than a customer is willing to pay. We hold the right to sell off these items in whole or part to cover our inspection labour costs.

APPLE GREEN TECH
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Telephone 07747603593

Opening hours are 9am till 10pm for consultancy and booking. ON SITE repair times are at the discretion of the engineer.