

# Darren Merritt – At Your Service

## Disclaimer Notice – Loss of Computer Data

Please read this document carefully and ensure that you fully understand it before signing below. If you are in any doubt, please ask the engineer to explain it to you and to clarify any points necessary.

As part of the repair process, it may sometimes be necessary to re-format your computer's internal or external hard disc drive(s) and/or to re-install your computer's Microsoft Windows® operating system. Both of these procedures are carried out only as a last resort and after the engineer has attempted by all other means to diagnose and resolve the problem(s).

All data regarded as either required, important and/or critical should be backed up (saved to another hard disc drive or to removable media, for example, a CD-R or DVD-R disc) prior to any intended re-installation of Microsoft Windows® or the re-formatting of your computer's internal or external hard disc drive(s). Following successful re-formatting of the hard disc drive(s), all data will have been erased. Following successful re-installation of Microsoft Windows®, your computer will have been returned to "Factory Settings", in other words, to the state it was in when it left the manufacturing facility.

Computer data can also be lost for a wide variety of other reasons, for example, problems affecting the computer's internal or external hard disc drive(s), as a result of virus or spyware infections, due to corruption of data files and/or folders, etc. The only way in which you can effectively safeguard yourself against the risks associated with loss of data is to maintain a regular and systematic backup procedure.

## No Repair No Charge Policy

Our "No Repair No Charge" policy means that if the engineer does not possess the necessary technical knowledge or ability to resolve the problem or effect the repair, then no charge is made to the customer.

The policy does not apply in the following cases: -

The engineer is able to resolve the problem or effect the repair, but is only prevented from doing so by the customer requesting the engineer not to proceed with the work.

The engineer is able to resolve the problem or effect the repair, but is only prevented from doing so because the customer does not possess the required software disc or product key.

The engineer provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component.

The policy does not apply to work related to data recovery, third-party issues, computer virus or spyware problems or to cases in which the computer has been struck by lightning.

## Declaration

I understand that At Your Service will not accept any responsibility for loss of computer data, however caused, including any alleged loss sustained during an attempt at data recovery. I also confirm that if the computer's Operating System is to be re-installed, I will provide the engineer with an original licensed Operating System disc and a valid Product Key.

I agree to the terms of the "No Repair No Charge" policy.

I confirm that I am authorised to make this declaration and that I am either the owner of the computer system or a duly authorised representative of the owner.

I agree that the effect of this document will continue and subside in full for a period of one month from the date of my signature, in respect of any and all works carried out by Darren Merritt – At Your Service during that period.

## Customer

Print Name .....

Signature .....

Date .....