

**Please ensure you read through the following terms and conditions. If you have any questions, please ask.**

**No contract exists between the customer and MBS IT until these terms have been agreed in writing.**

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### **1. QUOTATION**

This is provided for your personal information and guidance and should not be disclosed to third parties.

### **2. ORDER PLACED**

If requested by the customer, we will only supply a complete breakdown of all parts ordered once full payment has been received.

We can install parts that have been ordered by the customer. We will quote to do so on an individual basis. We are not responsible for any wrongly ordered parts or any parts that may be faulty. Our call out charge will still apply if the equipment ordered by the customer is not fit for purpose.

### **3. ESTIMATED TIME**

Once full payment has been received, MBS IT will place the order with the supplier.

We will provide you with an estimated delivery date, based on the information provided by the supplier. Once the item has been received and any pre-delivery work has been carried out, the customer will be informed it is ready to collect. If onsite installation is required, we will arrange a suitable date to do so.

Any approximate time provided is an estimate only and forms no obligation. We will endeavor to complete within this time frame. We reserve the right to adjust the timescale in the event of any unforeseen issues or any additional requests made by you.

### **4. CANCELLATION BY CUSTOMER**

If the customer wishes to cancel the order, this request should immediately be made in writing. Each case will be assessed individually. As hardware is ordered specifically for each individual customer, cancellation with our supplier may not be possible. In this case no refund will be offered. If the supplier agrees to the cancellation/return of an order, a re-stocking fee may be applied which the customer would be liable for. We are unable to offer a refund for any software items that have been ordered by MBS IT as it is under license.

If the customer cancels the order once the parts have arrived at MBS IT and pre-delivery set up has begun, there will be no refund as the item would be termed as "used".

Once parts/devices have been collected by the customer or installed by MBS IT, there is no refund unless the item is faulty.

### **5. PAYMENT TERMS**

Business Contract Customers – Payment on 30 days

Non-Business Contract Customers – Payment on order. We accept BACS, cheque, cash, debit or credit card. Please note that a surcharge will be added if you pay using a corporate debit or credit card.

### **6. ONSITE WORK**

We will arrange a date to come to the customer's site. We will use reasonable endeavours to meet this time frame but due to a situation beyond our control, we may be required to re-arrange. Should the customer be required to amend the date, we would request that reasonable notice be given, otherwise a late cancellation fee will be applied.

If the site is domestic, we ask that adult be present during the technician's visit.

In order to run cables, it may be necessary to make holes in walls. This will be discussed and agreed with the customer in advance. Should the customer decide the hole should be positioned elsewhere once drilling has begun, the technician will cover the original hole using best endeavours only.

### **7. 4G AND INTERNAL WIFI INSTALLATION**

Until any work is agreed to, MBS IT will first perform an onsite survey. This survey is chargeable. 4G signal does fluctuate during the day and our equipment will only record the signal strength at the time of survey. This will be used as a guide only and cannot be used as evidence to guarantee any future speeds. We can of course arrange to carry out several surveys if the customer prefers but each survey is chargeable. We will then provide an estimate to carry out the work based on the numbers of hours the technician believes are required to complete the task. 4G and WiFi signal is unpredictable in nature due to many conditions e.g., environmental, property conditions etc, hence we can only estimate. We reserve the right to amend this if necessary.

MBS IT cannot be held responsible for customers' existing equipment. Once the 4G aerial is installed, it may become apparent that the signal is not being relayed to the existing internal equipment. We would be happy to make further recommendations to remedy this.

Once installation is complete, we offer a 7-day support package to cover any snagging issues. During this period, we may want to connect remotely to your router to assess the signal – we can make any necessary changes to the settings. Beyond this time frame, any site visits will be chargeable.

We are unable to remove parts/provide a refund if the customer is unhappy with the speed.

The following will not work with a standard 4G SIM:

- Port forwarding - this would normally be used for example to view a CCTV system or a server remotely.
- Dynamic DNS - this is used to get a constant address when on you have a dynamic IP.
- Inbound VPN connections will not work outbound VPN will work.

These are blocked due to "Carrier Grade NAT" and due to multiple users essentially sharing the same public IP address on the mobile network.

If the above is required by the customer, they must get a fixed IP SIM.

Fixed IP SIM cards are more expensive and usually have a cap on the data limit, for some rough prices look here: <https://www.3grouterstore.co.uk/3G/4G-Fixed-IP-SIM-Cards.html>

IF INBOUND ACCESS IS ESSENTIAL - We could for example install a Draytek with dual sim and a standard 4G with unlimited data for their main internet usage.

We could also install a fixed IP SIM for inbound connections.

More information can be found here about why port forwarding etc doesn't work with a standard 4G SIM: <https://h685.co.uk/port-forwarding-doesnt-work/>

## **8. WARRANTY**

New products supplied by us will come with a 12-month manufacturer warranty, unless otherwise specified. This warranty does not cover accidental damage.

Any refurbished items are covered by a 3-month warranty, unless otherwise specified.

Software is only covered under warranty if it is faulty.

## **9. CUSTOMER EQUIPMENT**

If onsite installation is not required by the customer, notification will be provided when it is ready to collect. If necessary, we will send a reminder. Due to space restrictions, we will recycle any device that has not been collected after 60 days, beginning from the time you were first informed the device was ready to collect. A refund will not be provided.

## **10. DATA**

It may be the case that the customer brings an existing device into the workshop in order for data to be transferred to a new device. Any data stored on the existing device is your sole responsibility and we accept no liability for any loss or corruption. We fully recommend that you take a backup of your data prior to dropping your device off. We can provide some recommendations and provide a quote to supply an external drive to enable you to store your data.

## **11. 3<sup>rd</sup> PARTY PARTNERS**

If deemed appropriate we reserve the right to use companies that are within the IT profession but not within the MBSIT skill set. The customer will be responsible to pay for this service in addition to the initial inspection charge and any subsequent repairs charges. The 3<sup>rd</sup> party inspection fee will vary dependent on the device and level of work required. We will only utilise a 3<sup>rd</sup> party on your approval.

Once inspected by the 3<sup>rd</sup> party the customer will be provided with a quote to repair the device. At this stage, the customer can decide whether they wish to proceed. As this service generally involves work on the logic board, we are unable to guarantee that your device will be fixed. Due to the nature of the repair, the issue may worsen or become beyond economical repair. Should this be the case, you will only be liable for the inspection fee(s) or any parts that have been used. Repairs carried out by our 3<sup>rd</sup> party specialist may not come with any warranty. For example, the repair carried out by the 3<sup>rd</sup> party may only enable the unit to have an attempted data recovery carried out. In other circumstances your main hard drive where your data is stored may be formatted in the attempt to repair the unit. There will be an additional charge for data recovery. It is the customer's responsibility to ensure that they have an up to date back up of their data store.

## **12. UNCOLLECTED ORDERS**

You will be notified when your device is ready to collect. If necessary, we will send a reminder. Due to space restrictions, we will recycle any device that has not been collected after 60 days, beginning from the time you were first informed the device was ready to collect. A refund will not be provided. We are entitled to keep your device until all outstanding fees are paid.

## **13. ITEMS SENT TO CUSTOMER BY COURIER**

On request, we can send items by courier. We cannot accept any liability for loss, damage or theft of the item once it has left our premises. Glass cannot be insured by our courier or the Royal Mail.

## **14. DATA PROTECTION**

We will ask for your name, email and telephone number when you book your device into the workshop. We will use this data to communicate with you throughout the repair process. At this time, you can choose to opt in/out to receive any information on any new services.

**Confirmation of order:** You may convert this quotation into an order either by speaking with me, emailing me with an outline of your acceptance or by signing and returning this quotation. I will then assume that you agree with the terms of sale, including our payment terms.

I would like to thank you for your order, your business is much appreciated.