



Computer Gurus Limited

Company Number: 05142185

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Computer Repair & IT Support Services – Terms & Conditions

1. Services

Computer Gurus Limited ("the Company") provides computer repair, diagnostics, maintenance, software installation, and IT support services, whether on-site or remotely, as agreed with the client.

2. Quotations & Acceptance

All quotations are valid for 30 days unless stated otherwise. Acceptance of a quotation, instruction to proceed, or payment constitutes full acceptance of these Terms & Conditions.

3. Payment Terms

Payment is due within the period stated on the invoice. All sums must be paid in cleared funds. The Company reserves the right to retain equipment or suspend services until full payment has been received.

4. Late Payment

Late payments may incur statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998 at a rate of 8% per annum above the Bank of England base rate, together with fixed compensation (£40–£100 depending on invoice value) and reasonable recovery costs.

5. Fraud, Bank Transfers & Authorisation

The client confirms they are authorised to use the payment method provided. Payments are accepted in good faith. The Company shall not be liable for losses arising from unauthorised or fraudulent payments where reasonable checks have been undertaken. Services may be suspended during any bank investigation or recall process.

6. Refund Policy

Refunds, where applicable, shall only be made to the original paying bank account. Refunds to third-party accounts will not be made under any circumstances.

7. Data Responsibility & GDPR

Clients are solely responsible for backing up all data prior to service commencement. The Company shall not be liable for data loss except where caused by proven negligence. All access is handled in accordance with UK GDPR and the Data Protection Act 2018.

8. Equipment Storage & Disposal

Equipment not collected within 30 days of notification may be subject to storage charges. Equipment

uncollected after 90 days may be disposed of to recover costs, in accordance with UK law.

9. Warranty

Repairs carry a 30-day workmanship warranty. This excludes faults arising from misuse, software updates, new issues, or hardware failure due to age.

10. Limitation of Liability

The Company's liability is strictly limited to the value of the services provided. The Company shall not be liable for any indirect, consequential, or economic loss, including loss of data, business, or profit.

11. Termination

The Company reserves the right to refuse or terminate services where fraudulent, unlawful, or abusive behaviour is reasonably suspected.

12. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

Acceptance

By accepting a quotation, instructing work, or making payment, the client confirms acceptance of these Terms & Conditions in full.