



No-Fix No-Fee Policy

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Our No-Fix-No-Fee policy means that if the engineer does not possess the necessary technical knowledge or ability to resolve the problem or carry out 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 carry out the repair, but is 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 carry out the repair, but is prevented from doing so because the customer does not possess the required software disks, product keys, system passwords or other necessary items which may be required.
- 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 for any reason.

The policy does not apply to work related to data recovery, third-party issues, computer virus or spyware problems or lightening damage or power surges.