

SOS Computer Systems Ltd

www.directsos.co.uk

www.scanourslides.co.uk

Computer Hardware Maintenance Contract

An SOS Computer Systems Ltd Maintenance Contract covers PCs, laptops and servers with an engineer to attend in the event of breakdown due to hardware failure. Any hardware replacements necessary will be fitted without labour charges. Parts will either be fitted in line with a manufacturer's RTB warranty or charged at the standard rate. We will aim to respond to all calls within 4 working hours and have an engineer on site within two working days. Free installation of any internet security package purchased from SOS Computer Systems Ltd is also included within the package.

Every six months the following will be carried out:

- Advise or oversee data back up as requested where possible
- A system health check to identify any potential problems
- Clean the screen
- Clean the inside of the computer (one of the most common reasons for a computer to overheat is dust)
- Carry out checks on Internet Security software status and error logs for Bullguard or Symantec products
- Advise on Antivirus and Internet Security software, all of which SOS Computer Systems Ltd can supply at competitive rates and install as part of the contract
- Clear temporary internet files/ cookies/ web browser history/ temporary files/ start up files

System Re-builds

From time to time it may become necessary to re-load the software applications onto your computer for any of the following reasons.

- Hard Drive Failure – A System Re-build included within the terms of the contract.
- Virus infection or software corruption – please ask the engineer for prices applicable
- Hardware upgrade – Included within the terms of the contract

SOS Computer Systems Ltd will always endeavour to save your data but this may not always be possible.

SOS Computer Systems Ltd. cannot be held responsible for system failure or data loss due to virus infection, hardware failure or software corruption. SOS Computer Systems Ltd reserves the right to cancel any contract without notice.

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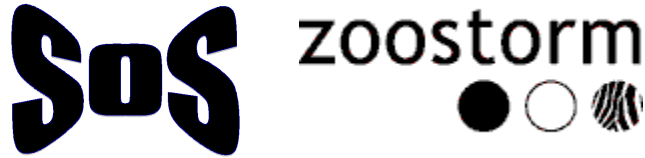
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Prices quoted are for invoices paid within 7 days from the start date of the contract or through monthly standing order. Unpaid invoices between 7 and 14 days old are subject to a £12 administration fee. This fee will increase to £15 for each week thereafter and may lead to SOS Computer Systems Ltd terminating the contract without prior notice. This is unless individual terms have been agreed with SOS Computer Systems Ltd in writing.

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Date:
Name:
Company Name:
(If applicable)
Address:

Postcode:

Contract Type/Number required
Please indicate by writing number in box

(Indicate how many)

- Home or Charity PC or Laptop
- Gravesend Central Business PC or Laptop
- Standard Business PC or Laptop
- Home or Charity Server
- Gravesend Central Server
- Business Server

Please sign below to accept SOS Computer Systems Ltd Maintenance Terms and Conditions

Signed:

Print Name: