

The Product You Have Purchased Includes 12 Months On-Site And Hot-Line Support Warranty

This means that you have 12 months warranty plus the added benefits of on-site service and hot-line support during the same period.

Support Hot-Line: *0990 134972

What to do if you need support

Telephone one of our hot-line operators and explain the problem.

Before telephoning the hot-line...

Your computer may already have been recorded on the support database. In any case, the hot-line operator will ask you to provide certain information about your computer system. It will speed up response time if you complete this card and have it to hand.

You may be asked to provide proof of the purchase date of your computer and monitor if relevant; this is especially important if your monitor was delivered separate from your computer.

What does on-site warranty give you?

- an engineer comes to you to repair any fault in the equipment which has arisen from normal use; the warranty covers parts and labour on all such repairs;
- 16 working-hour response, from Monday to Friday, 9am to 5pm (excluding public holidays);
- access to the technical hot-line for advice on the operation of your Acorn computer equipment and standard installed applications.

On-site and hot-line support can be extended for an additional two or four years! Prices start from as little as £60 - telephone *0990 134971 for a free quotation - it is cheaper if taken within 30 days of purchase!

** All calls are charged at National rate*

Acorn 

On-Site Service And Hot-Line Support Terms And Conditions

1 On-site service conditions

- a) The on-site service will be performed within 16 normal working hours of the fault report to the service hot-line, Monday to Friday, 9.00am to 5.00pm excluding public and bank holidays, at the discretion of the hot-line. The on-site service shall be available within the UK mainland, Northern Ireland and the Isle of Wight only.
- b) The on-site service will not be provided in the event of:
 - (i) failure owing to incorrect operation or maintenance or failure to follow instructions and manuals;
 - (ii) the equipment being subject to abnormal physical or electrical stress, including failure or fluctuation of electrical power or due to connection to another product by physical or electronic means;
 - (iii) the equipment being damaged due to accident, neglect, misuse, or act of God.
- c) The on-site service will not be provided for defects caused by non-Acorn approved devices added to the Acorn product or faults to or caused by upgrade to the equipment.
- d) Computer monitors will attract cover providing they were purchased as part of the original computer system.

2 Hot-line support conditions

- a) The hot-line will be available between the hours of 9.00am and 5.00pm, Monday to Friday, excluding public and bank holidays. The Customer is responsible for all call charges.
- b) When contacting the hot-line the Customer must have available the serial number of the computer and monitor (as applicable) covered by this contract, and date of purchase details.
- c) The hot-line will give advice on the operation of the computer, including standard installed applications.
- d) Support will be offered on badged upgrades providing they were purchased as part of the original system.
- e) The hot-line will, wherever possible, seek to resolve the problem during the initial call. If an immediate resolution is not possible then the hot-line will provide a response at the earliest opportunity.

3 It is the Customer's responsibility to:

- a) give or procure to be given to the service agent or their servants or their agents access to the premises on which the equipment is situated at all reasonable times for the purpose of inspection, repair, adjustment or replacement; in the event that the service agent is unable to gain access at the time of the initial visit then they reserve the right to make a reasonable charge for any additional visit(s);
- b) take appropriate data security precautions, e.g. regular backup of data.

4 Miscellaneous

- a) Faults or damage which are outside the service agent's liability under the Agreement may be repaired by them at a price applicable at the time if the Customer so wishes.
- b) The equipment (at the service agent's discretion) may be replaced for any length of time with similar equipment which will also be subject to the Terms and Conditions of this Agreement.
- c) In the event of a fault being reported which is found to be a fault external to the equipment then the service agent reserves the right to make reasonable additional call-out charge(s).
- d) The service agent will be responsible for personal injury to any person caused through their (the service agent's) negligence but apart from this shall be under no liability for any injury, damage, loss to any person or property whomsoever or whatsoever whether direct or consequential arising out of use of the equipment howsoever such injury, damage or loss was caused. The Customer hereby agrees to indemnify the service agent in respect of any liability for damage and/or costs incurred by any person whatsoever arising out of the use of the equipment.
- e) The service agent shall not be responsible to the Customer for any loss whatsoever arising out of any reason beyond the control of the service agent which shall include without prejudice to the generality of the foregoing any act of God, fire, flood, accident, strike, lockout or stoppage of the service agent's business.
- f) No benefits obtained under this Agreement are transferable.

