



Terms & Conditions

Service & Workshop Repairs

Plain English Version

For the avoidance of confusion; a reference to “us”, “we”, “our” or any other related term means “myTEQ” whose registered address is 4 South Street, PE10 9LT with Company Number 07187644. A reference to “you”, “your” or similarly any other related term means you, our customer.

1. Workshop Charges

By bringing your equipment to us for repair you will incur our minimum workshop charge which is currently £34.95, this is payable regardless of the outcome of our initial diagnostic process, even if your equipment is determined beyond repair or you choose to not proceed any further.

We will ask you before we fix anything that we think will cost you more than £59.95; otherwise we will go ahead with the repair up to this value.

A full list of prices is available separately.

2. Diagnostics, Repairs, Quotes & Advice

You are asking us to fix your equipment because it has a fault or is broken. Sometimes a fault can be a result of a series of failures within the equipment, in these cases it is not always obvious at the outset that more than one area is affected until the process of fixing has begun.

We try to be as accurate as possible when we diagnose and quote for a job, be aware that should we find more faults we will charge extra for these to be repaired.

Qualification: A laptop is showing signs of power supply failure; we diagnose and quote for this to be fixed. It later transpires that the Hard Drive is also malfunctioning and needs to be replaced too.

We are dealing with your malfunctioning equipment, it's very important that you realise that problems by their very nature can worsen, this can happen at any time. We will not be held responsible should your equipment worsen or "die" while on our workbench. You will still be required to pay for any equipment, parts and workshop time associated with the job.

Qualification: An example of this might be, using your computer you find some of your photos are inaccessible and your computer is running slow. We determine that you're hard drive needs replacing and you have asked us to recover your files, during the recovery the drive dies and no files can be recovered. The ultimate failure was not a fault on our part, it was a result of the device malfunctioning.

3. Collection

We are not a storage company and therefore need you to collect your equipment as quickly as possible after we have notified you of it being ready. If you have not picked up within 12 weeks your equipment will be tagged abandoned and disposed of at our discretion. Where disposal incurs charges they will be passed on to you.

4. Disposal

Depending on the equipment, we may choose to dispose by commercial means, alternatively we may choose to sell as “pre-owned”.

Disposal does not clear your bill, you will still be responsible for the original outstanding balance plus any other costs incurred as a result.

5. Cancellation

You can cancel at any time in person at our support desk, provided that your equipment is not already being looked at.

In the event that work has already started you will be charged for workbench time and for any parts associated with the job. In addition there is a cancellation fee of £10.00.