

Terms & Conditions

- ⇒ All labour is valid for **6 Months** from date of commencement of Invoice.
- ⇒ All invoices must be paid within 7 days. Parts invoices must be paid within 14 days. Overdue invoices will result in service cover being suspended.
- ⇒ All calls for service will have a response within 8 hours
- ⇒ All parts required are supplied at a discounted rate and invoiced on 14 day invoices.
- ⇒ * Except when you run out of available hours, simply purchase a new block of hours.
- ⇒ Time is deducted from your available Hours for travelling to your premises, time onsite/in our workshop or remote for repair of your PC(s) and telephone technical support.
- ⇒ # Subject to Availability
- ⇒ ** Subject to Fair Use Policy - please ask for more details
- ⇒ New Machines or Printers are supplied at a discounted rate and subject to a maximum 7 day invoice.
- ⇒ Due to the complex nature of some computer faults, first time fixes are not always possible due to various diagnostic tests that may be required.
- ⇒ The Business Machines Company (UK) Ltd always advises that a suitable Anti-Virus and/or Firewall is installed. But no Anti-Virus offers 100% Guarantee. It is the responsibility of the Customer to check that the latest Anti-Virus Updates are applied.

- ⇒ The Business Machines Company (UK) Ltd cannot be held responsible for data loss, however it occurs. It is the responsibility of the customer to make regular backups. The Business Machines Company (UK) Ltd, cannot also be held responsible for loss of business due to down time of your Computer systems.
- ⇒ Free Online Backups are provided please ask for more details and size of backups included in this offer. The Business Machines Company (UK) Ltd cannot guarantee data recovery, it is the responsibility of the customer to check the backups are being completed.
- ⇒ It is the customer is responsible for checking their Anti-Virus Subscription, if this expires please contact TBM for a renewal code.
- ⇒ **** Server Anti-Virus is not Included this will be charged at the current rate.
- ⇒ All prices are quoted Exclusive of VAT @ the appropriate rate.



Computer Support

for everyone

OKI

SHARP
digital

The Business Machines Company,
Unit 2 Laureate Paddocks,
Newmarket, Suffolk CB8 0AP
Tel: 01638 665240 Fax: 01638 668640
Email: service@tbmuk.com
www.tbmuk.com



How Do They Work?

Simply buy a block of discounted hours to cover all your I.T. support during the next 6 months. Blocks of 4, 8 and 16 hours are available in Bronze, Silver and Gold Support Packs or unlimited amount of Hours for the heaviest of users on our Platinum Package. Support includes telephone, Remote support, travelling time, onsite & workshop labour for all PC's, Laptops and selected printers registered to your package.

Advantages

- ◆ Discounted Labour
- ◆ Anyone can book a Repair
- ◆ No additional Labour Invoices*
- ◆ Priority Service, get your systems up and running quicker
- ◆ All Calls logged
- ◆ Additional PC training at reduced cost
- ◆ Simple Quote Number for everyone to use when logging support calls.

All Support Agreements include:-

- ⇒ Priority Callout
- ⇒ Priority Telephone Support
- ⇒ Spam Filter Software
- ⇒ Anti-Virus & Firewall Software
- ⇒ Discounted Hardware & Software
- ⇒ Discounted Consumables
- ⇒ Loan Equipment #
- ⇒ Free Online 2GB data Backup

Bronze Support

- ⇒ 4 Hours Labour - with 10% discount off our normal rates
£216.00 (Saving £24)

Silver Support

- ⇒ 8 Hours Labour - with 15% discount off our normal rates
£408.00 (Saving £72)

Gold Support

- ⇒ 16 Hours Labour with 20% discount off our normal rates
£768.00 (Saving £192)



Platinum Support

1 - 10 Devices	£15.00
10 +	£12.50

Pay per Device Per Month - flexible support benefits tailored for your I.T. needs where telephone & remote support is almost unlimited ** Designed for the "heaviest" of users or those who prefer to pay monthly per device **Typical Example:** 1 Laptop, 1 Printer & 1 Desktop PC would be £45.00 per month. Please call Martyn on 01638 665240 for more information on this new exciting service

Additional Services

**We are also able to Supply,
Service and Maintain
New and Second User**

Photocopiers

Fax Machines

Dictation Machines

Typewriters

Projectors

Shredders

Dot Matrix Printers

Inkjet Printers

Laser Printers