

**REVISED SERVICE AGREEMENT Jan 2021: SKILLBANK.CO.UK**

Name: .....  
Address: ..... Postcode: .....  
Telephone: ..... Mobile: .....  
EMAIL: ..... Or .....

**Admin level user name and log-on password (which you need when you turn the computer on)**

User name ..... and log-on password ..... and/or  
Microsoft Account User name ..... and password ...../ PIN .....

**Depending on the nature of the problem I may also need the following information**

ISP (service provider eg BT talktalk etc) .....

Wi-Fi log on credentials Network name: ..... Key: .....

Other Email address and password (s) (if you need me to check or set up email)

Email address ..... and password .....

Email address ..... and password .....

**An outline of the problems you are experiencing with the machine.**

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While we make every effort to preserve your documents, files, photos, music, software etc there is a small chance these could be lost, or become unusable, so **you should back them up before the service**. Please list here any such files that you would like to have preserved if possible, or programs you mainly use. You should be aware that the cleaning process involves extensive use of the hardware which in rare cases may cause it to fail. Also that removing viruses will expose any damage they have already caused to software, which in some few cases may not be repairable other than by a complete reinstallation.

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## SERVICE AGREEMENT AND DATA PROTECTION CONSENT

By ordering services from skillbank.co.uk you are entering into a contract with us. The terms below set out our obligations to you, and what you are agreeing to.

### THREE MONTH WARRANTY

All skillbank.co.uk services carry a three month warranty on supplied parts and expertise. This means if there is a recurrence of the same problem we had fixed we will either try again to fix the problem at no extra charge or refund your money in full for the services performed. In all cases our liability is limited to the charge made for the service. This warranty excludes faults caused through the incorrect use of software or downloaded material, or by faults arising from age, accidental damage or incorrect use of the product. We can only provide this warranty if you consent to us keeping the service record (see below).

### SERVICE VISIT REQUIREMENTS

**IMPORTANT: You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. We will not be responsible for any loss of data, information or records.**

To service your PC we will need the following: this completed service agreement; any relevant software recovery disk(s) (or other media); user name and password for the pc; and any other passwords or information required if email or wifi connectivity is to be tested.

### LIABILITY EXCLUSIONS

Whilst we will use our best efforts to minimise disruption to your system, we cannot be responsible for any unforeseen consequences of our services. A hardware fault within the manufacturer's warranty period should be addressed by the vendor. We cannot be responsible or liable to you in relation to any service regarding the following: invalidation of warranty; any failure of your hardware during the service; any loss or corruption of data, software, information or records; any loss of (or interruption to) business or contracts; any subsequent malware or virus infection; any losses you may suffer arising from your use of (or failure to use) any anti-virus software; ... any failure by you to follow our reasonable advice, recommendations or instructions; nor any other loss that is not reasonably foreseeable.

### INFORMATION WE REQUIRE AND USE OF INFORMATION

Under new regulations (General Data Protection Regulation) we are not allowed to hold personal data without your express and informed consent. Full details of information stored are shown on our website, and will be explained on request. Please initial each line to show your consent. If you do not give consent for lines 1, 2 & 3 I will be unable to accept the repair.

- 1: I consent to the information on page 1 of this document being retained in paper form for the duration of the repair. ....
- 2: I consent to the information on this page (name, signature, date) being retained in paper form indefinitely .....
- 3: I consent to my service record being held in encrypted form until I require its deletion. ....
- 4: I consent to a backup of my data being retained until I require its deletion. ....
- 5: I consent to being on the client email list .....

### SECURITY

Having provided me with access to your passwords you may wish to change these for security. In the event of viruses or keylogger software being detected on your computer it would be advisable to change your passwords when the service and removal of this malware is complete, to ensure your secure services are not prejudiced. **If you have passwords stored on your computer it's possible that the process of cleaning or removal of malware will clear these, so you must be sure you have them recorded in case they need to be re-entered.**

*I have read the above document and agree to these conditions*

Name..... Signature..... Date:.....

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