



1.1: Terms of service

All sales for goods and services made by ALB Repairs LTD are subject to these standard Terms & Conditions, except where agreed otherwise in writing.

You and ALB Repairs LTD are protected by statutory (legal) rights, according to the laws of England and Wales or any European Legislation which applies in England. Where statutory legislation exists, or new legislation comes into force, your and our statutory rights are not affected by anything within these terms, and those rights take precedence over these terms. Where any part of these terms is overridden by legislation, all other terms still apply. Any order placed with us is subject to acceptance.

All advertised / advised / published pricing is subject to change at any time without notice due to market / currency / legislation / fluctuations and other factors. If a price has risen, ALB Repairs LTD will advise before proceeding with an order. ALB Repairs LTD assume all component base level repairs are authorised prior to reaching our repair facility and ALB Repairs LTD will commence work immediately, unless otherwise requested by the customer.

Repair Services shall be carried out with reasonable care and skill and in such a manner as to comply with the manufacturer's technical specification where such information is available.

ALB Repairs LTD shall not be held liable for any further faults occurring or being exposed during the repair process. Component level/liquid repair is not consistently successful, and there are rare circumstances where ALB Repairs LTD have to return the circuit board or device in unrepaired condition with further problems other than originally stated, this is due to the nature of the repairs and work carried out in component level repair. Components may be removed during the repair process in order to diagnose a device's fault, these components may not be replaced depending on the condition of the component and availability of its replacement. ALB Repairs LTD endeavours to only remove faulty or damaged components and will not do so to solely benefit ALB Repairs at the cost of its customer. Circuit boards sent to ALB Repairs LTD may be returned missing components in the case of a "No-Fix" procedure.

ALB Repairs LTD reserve the right not to affect repairs upon devices which in our view have been improperly used or cannibalised. ALB Repairs LTD reserve the right to replace the whole or any parts or accessories of the device and to use second user or reconditioned parts. Where

devices are irreparable or beyond economic repair ALB Repairs LTD may offer alternative goods subject to your agreement.

Quoted times are always expressed in working days, which for the purpose of this Agreement shall mean Monday to Fridays, excluding UK bank or other public holidays. Estimated time for all repairs is within 3 to 5 working days, unless hard to source components are required. Fixed price motherboard repair fees are payable, even if additional repairs are needed to the laptop, ALB Repairs LTD are unable to test all components in any device until ALB Repairs LTD have a working motherboard for said device.

You are strongly recommended to adopt and implement comprehensive back up procedures, ALB Repairs LTD will not be liable for any damages whatsoever whether direct or indirect (including any liability to any third party) resulting in the loss of or damage to data of any software application occurring as a result of the service, whether such loss or damage is caused by our negligence or otherwise.

ALB Repairs LTD do not undertake to erase any data from any hard drive of an item being repaired as part of the repair service, unless explicitly requested.

ALB Repairs LTD shall have no liability to the Customer for any loss or damage, of any nature, arising from any breach of any express or implied warranty or condition of the Contract or any negligence, breach of statutory or other duty on the part of the ALB Repairs LTD or in any way of or in connection with the performance of or failure to perform the Contract except for death or personal injury resulting from ALB Repairs LTD's negligence, and expressly stated in these conditions.

If the Customer establishes that any goods or services have not been delivered, have been delivered damaged, are not of the correct quantity or do not comply with their description, ALB Repairs LTD shall, at its option, replace with similar Goods or Services. Any Goods or services which are missing, lost or damaged or do not comply with their description, ALB Repairs may allow the Customer credit for their invoice value or repair any damaged Good.

Where the Company is liable in accordance with this condition in respect of only some or part of the Goods or Services, the Contract shall remain in full force and effect in respect of other parts of the Goods or Services and no set-off or other claim shall be made by the Customer against or in respect of other parts of the Goods or Services.

1.2: Online booking policy

ALB Repairs LTD has implemented an online booking system for our e-commerce customers, it is your responsibility to ensure this form is filled out accurately, ALB Repairs LTD use this information for contacting you with repair updates, as ALB Repairs LTD as a return address for the device. Upon filling out the booking you should receive an email with a ticket number. It is important that you enclose this ticket number within the parcel because this number identifies you as the owner of the device. ALB Repairs LTD reserves the right to charge a handling fee for any devices that arrive without its accompanying ticket number.

When booking an e-commerce repair online, ALB Repairs LTD require various personal details from you. It is important that you supply all details requested in order for us to validate orders efficiently. You can be assured that ALB Repairs LTD treat your personal details, including email, your address, payment details, and telephone numbers in confidence. ALB Repairs LTD do not disclose such details to any third party or otherwise use them, except in connection with expediting/processing your orders/products. ALB Repairs LTD do not send out unsolicited emails ('spam') and your email address will not be added to any mailing lists. ALB Repairs LTD will not use details of your purchases in our marketing/publicity materials or any other promotion without your consent. These policies exclude any disclosure which ALB Repairs LTD are required by law to make, crime prevention, legal action or any issues relating to product safety. If ultimately ALB Repairs LTD are unable to satisfy ourselves of the validity or other aspects of an order, ALB Repairs LTD may not accept it.

1.3: Returns/warranty policy

All repairs receive a 365-day warranty unless otherwise stated, this warranty does not cover user inflicted damage or return postage costs. The warranty provided is not a full device warranty and is only applicable for the repairs carried out.

All goods sold receive a 365-day warranty unless otherwise stated. This warranty does not cover user inflicted damage or return postage costs.

If the Customer establishes that any Goods or Services are defective the Customer must return those Goods or Services forthwith, at its own cost, to ALB Repairs LTD, the Good or Services will be repaired or replaced at ALB Repairs LTD's discretion. If the Goods or Services cannot be replaced or repaired within 3 months of ALB Repairs LTD receipt thereof ALB Repairs LTD may credit the Customer in part or in full at its own discretion.

If the Customer returns to ALB Repairs LTD any Goods or Services for repair and some are found to be fault free then the Company may, at its own discretion, charge the Customer for its reasonable handling costs.

No claim against ALB Repairs LTD shall be entertained for any defect arising from any design or specification provided or made by the Customer or if any adjustments, alterations to other work has been done to the Goods or Services by any person except ALB Repairs LTD.

1.4: Shipping policy

Method of carriage will be at our discretion ALB Repairs LTD charge £16+VAT shipping for next day delivery on most consignments, insured with £1000 cover, or allow you to arrange your own collections. Some consignments may not be applicable for £16 shipping costs, under these circumstance ALB Repairs LTD will notify the customer to discuss further shipping requirements.

In instances where the customer has decided to book their own courier collections from ALB Repairs LTD, the postage label and collection information is required at least 1 working day prior to the proposed collection date. ALB Repairs LTD reserves the right to delay shipments if the above condition has not been met.

If an address change is required on the ticket number, it is the customer's responsibility to inform ALB Repairs LTD of this change at least 1 working day prior to payment of the repair invoice.

If delivery is delayed by an event outside the control of ALB Repairs LTD, its agents or carriers, then every effort will be made to notify the customer. The customer shall have no redress for a refund of carriage or ancillary charges and will allow such extra time for the goods to be delivered as is considered reasonable.

ALB Repairs LTD shall not be liable where any Goods or Services, the price of which does not include carriage, are lost or damaged in transit and all claims by the Customer shall be made against the carrier. Replacements for such or lost or damaged Goods or Services will, if available, be supplied by ALB Repairs LTD at the prices ruling at the date of despatch. In no circumstances shall the liability of ALB Repairs LTD to the Customer under this condition exceed the invoice value of the Goods or Services.

1.5: Payment Policy

ALB Repairs LTD currently accepts the following payment methods in store: PayPal, BACS (if proof of payment is presented), Cash, and Card. ALB Repairs LTD reserves the right to refuse payment via cheque.

All prices quoted exclude carriage and VAT, unless otherwise specified, which will be charged at applicable rates and added to the invoice total. Any costs omitted or corrections on your invoice will be invoiced / credited later. Please notify us within 72 hours if you believe you have not been invoiced the correct amount and ALB Repairs LTD will correct the error.

All repairs are to be paid upon completion of repair, your goods will be held until the invoice has been paid. Once paid goods will be released.

1.6: Device Storage and Unpaid Work Policy

Any computer that has been left abandoned for over 180 days will be recycled or disposed if prior arrangements have not been made. It is important that you check your details on your receipt at the time of booking to ensure that ALB Repairs LTD has your correct contact details. ALB Repairs LTD will not be held responsible for any inaccuracies in the details provided. ALB Repairs LTD will make reasonable attempts to contact the customer using the information supplied by the customer as per Torts (Interference with Goods) Act 1977, specifically Section

12. ALB Repairs LTD reserves the right to obtain payment for unpaid invoices by selling or recycling the corresponding devices after 180 days.

2.1: Collection and storage of data

When booking a repair with ALB Repairs LTD via TechLogs Online, ALB Repairs LTD requires various personal details from you. It is important that you supply all details requested accurately in order that ALB Repairs LTD can validate orders efficiently. You can be assured that ALB Repairs LTD will treat your personal details including; your email, your address, payment and credit card details, and telephone numbers in confidence. ALB Repairs LTD discloses personally-identifying information only to those of its employees, contractors and affiliated organizations that; need to know such information in order to process it on ALB Repairs LTD behalf or to provide services offered by ALB Repairs LTD and have agreed not to disclose it to others. Some of those employees, contractors and affiliated organizations may be located outside of your home country.

ALB Repairs LTD will only retain your personal data for as long as necessary to fulfil the purposes for which ALB Repairs LTD collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, ALB Repairs LTD consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which ALB Repairs LTD processes your personal data and whether ALB Repairs LTD can achieve those purposes through other means, and the applicable legal requirements.

ALB Repairs LTD will take all reasonable steps to ensure that your personal data is treated securely and in accordance with this Policy.

Information you provide to us is stored on our internal systems, and systems provided by third parties including but not limited to: accounting software, repair booking software, our courier network

ALB Repairs LTD take reasonable steps to ensure that any third parties holding our customers' data have adequate security measures in place to protect personal data. If ALB Repairs LTD share your personal data with any third party service provider in the course of providing you with our services, those third parties are required to process your data in accordance with contracts which comply with data protection legislation.

It is important that the personal data ALB Repairs LTD holds about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

2.2: Device data policy

It is acknowledged that all data stored on the computer equipment is the Client's property and ALB Repairs LTD is not permitted to access this data without the explicit permission of the Client. ALB Repairs LTD agree not to disclose to a third party any information or data files stored on or recovered on any device during service or repair, unless there is a legal reason to do so, or it is both required and permitted to facilitate service.

ALB Repairs LTD may request your administrator password to access your computer to complete services offered or test repairs performed. You have the right to decline this request and your device will be returned, only being tested to the extent possible for us without drive access.

Your administrator password may be required to access your data when required for services such as data recovery, checking a backup, diagnosing software and data problems and in other cases where the customer has giving their explicit permission to do so.

Your device may be handled by a third party in order to facilitate repairs. ALB Repairs LTD take reasonable steps to ensure that any third parties holding our customers data have adequate security measures in place to protect device data.

ALB Repairs LTD may record or keep a detailed note of your conversations with our engineers for records purposes, this may include information relayed to us regarding specified data on your device.