

# **ABSOLUTE CIRCUITS LTD Terms and Conditions Terms (T&Cs) and Privacy Policy**

## **A) Services**

**i) Data Recovery Service** - ABSOLUTE CIRCUITS LTD will attempt to conduct low level data recovery on your hard drive. During the attempt ABSOLUTE CIRCUITS LTD are not liable for any data loss or any costs incurred from the need for high level data recovery. ABSOLUTE CIRCUITS LTD are not responsible for the condition of any hard drive before or after data recovery service has been conducted.

**ii) Logic Board Repair Service** - ABSOLUTE CIRCUITS LTD will attempt board level repair to restore your computer to working order. If you are not a local customer and you will be shipping your machine to us, the shipping to and from us is your responsibility. The cost of return shipping is covered by ABSOLUTE CIRCUITS LTD but insurance is not included and responsibility lies with the customer. You will have the option to include insurance at a surcharge if you wish. ABSOLUTE CIRCUITS LTD will not be liable to you for any loss of revenue; loss of actual, loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, or any costs of recovering, programming, or restoring any program or data stored or used with your product. ABSOLUTE CIRCUITS LTD have the right to retain components used during the logic board repair service and may in some circumstances return the machine without certain components on the board. For all Logic Board Repairs a 12 month limited warranty is applied to all components replaced during the repair.

If your logic board is not repairable you will also have the option to replace the entire board where possible. A 30 day limited warranty will be applied for a replacement board, plus an additional 60 days of logic board repair for natural failures. This warranty excludes CPU or PCH failures.

## **B) Customer's Responsibility**

**i) Responsibility** - It is your responsibility to backup all existing data, software, and programs/applications. ABSOLUTE CIRCUITS LTD are not responsible for losing your data, recovering your data, or corruption of data, programs or loss of use of equipment/machinery that could occur whilst the product is being serviced by ABSOLUTE CIRCUITS LTD.

**ii) Data** - Prior to any repair or upgrade service that is conducted on your machine please ensure you have backed up your data somewhere safe. Data may be lost during repairs and ABSOLUTE CIRCUITS LTD specifically note that it may not be

possible to recover your data. I understand that data loss may occur, and I wish to proceed with the repair. I am entirely responsible for backing up my data, and ABSOLUTE CIRCUITS LTD are not liable for the loss of, damage to or corruption of my data. ABSOLUTE CIRCUITS LTD are also not liable for any costs incurred to recover my data.

### **C) Damage and Parts**

- i) **Damage** - Damage can happen for a number of reasons including corrosion, previous persons or companies that have attempted repairs or DIY repairs that were unsuccessful or have left the device/machine in a fragile state. ABSOLUTE CIRCUITS LTD will not be responsible for any damage to the product that occurs during the repair process. If damage results, ABSOLUTE CIRCUITS LTD will seek your authorisation for any further costs for completing service. If you decline authorisation, ABSOLUTE CIRCUITS LTD will reverse the carried out service and return your product un-repaired in the damaged condition without any responsibility. If your product develops further issues or faults post repair that may or may not be linked to the repair conducted by ABSOLUTE CIRCUITS LTD then ABSOLUTE CIRCUITS LTD are not liable for any costs in resolving these issues or faults. You have the option to seek further support or repairs from ABSOLUTE CIRCUITS LTD subject to cost or to contact third parties.

### **D) Shipping & Mail In**

- i) **Insurance** - It is the customers responsibility to ensure the device or machine is insured for damage or loss during transit. ABSOLUTE CIRCUITS LTD offer free return shipping which is not insured. If you select insurance during the booking process ABSOLUTE CIRCUITS LTD will ask the courier to include insurance of the device against damage or loss in transit up to the market value of the device or machine as determined by ABSOLUTE CIRCUITS LTD.
- ii) **Goods held on delivery** - ABSOLUTE CIRCUITS LTD are not responsible for damage, theft or loss of goods held on delivery to the premises.

### **E) Additional Terms and Conditions (T&Cs)**

ABSOLUTE CIRCUITS LTD are not responsible for failure or damage to other parts during or after service. ABSOLUTE CIRCUITS LTD are not responsible for any declined service when seeking to claim under the warranty of the product at the manufacturer. You understand that the manufacturer's warranty may be void by servicing the product. If service requires labour and/or parts not previously specified, ABSOLUTE CIRCUITS LTD may seek your agreement of a changed estimate. If you do not agree that ABSOLUTE CIRCUITS LTD may alter the

charges, ABSOLUTE CIRCUITS LTD may return your product and you will be responsible for any fees.

During any data transfer service by ABSOLUTE CIRCUITS LTD that may require data or information to be copied, moved, or installation of software, you represent that you hold the legal right to copy or move the information and have the legal license to own the software. You allow ABSOLUTE CIRCUITS LTD to complete the service and accept any software terms on your behalf in carrying out the requested service.

ABSOLUTE CIRCUITS LTD may use parts or products that are new or in some cases used parts may also be used with the customer's consent to resolve the issue. ABSOLUTE CIRCUITS LTD will keep the replaced part or product that is exchanged as its property unless otherwise agreed with the customer. ABSOLUTE CIRCUITS LTD may use the replaced part whichever way it chooses to do so.

ABSOLUTE CIRCUITS LTD specifically expresses that it will be not able to repair or carry out services on your product without risk to or loss of programs or data, and conserve the confidentiality of data.

ABSOLUTE CIRCUITS LTD will not be liable for any theft or damage of or to your goods during a break of entry to our business premises. You understand that the goods delivered to us remain your responsibility throughout the repair service as well as in transit to and from the business premises. Any contents insured by ABSOLUTE CIRCUITS LTD will be covered at the market value upon receiving the goods, any additional amounts offered are out of goodwill only and at the discretion of ABSOLUTE CIRCUITS LTD.

ABSOLUTE CIRCUITS LTD will not be liable for any loss of sales or revenue, loss of actual, loss of opportunity, loss of anticipated savings, loss of goodwill. Death or injury, fraud or fraudulent misrepresentation do not apply to ABSOLUTE CIRCUITS LTD's liability.

# **Privacy Policy for ABSOLUTE CIRCUITS LTD**

## **What type of information do we collect?**

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; your name, email address, phone number and address. We also collect your log in information for client management services, repairs and other services with your consent. This includes usernames, email addresses and passwords. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, username, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

## **How do we collect information?**

When you conduct a transaction or fill out a form on our website, as part of the process, we collect personal information you give us such as your name, address, email address and phone number. Other personal information mentioned above such as log in information will be collected via email, verbally or at the time of sale / drop off of machine / device. Your personal information will be used for the specific reasons stated above only.

## **Why do we collect such personal information?**

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

## **How do we communicate with you as a site visitor?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

## **How do I withdraw my consent?**

If you don't want us to process your data anymore, please contact us at [jamiehorn@absloutecircuits.co.uk](mailto:jamiehorn@absloutecircuits.co.uk) or send us mail to: Jamie Horn, Harben House, Tickford Street, Newport Pagnell, MK16 9EY.

## **Privacy Policy Updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

## **Questions and your contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [jamiehorn@absloutecircuits.co.uk](mailto:jamiehorn@absloutecircuits.co.uk) or send us mail to: Jamie Horn, Harben House, Tickford Street, Newport Pagnell, MK16 9EY.