



Terms & Conditions

Last Updated: 01 December 2025

In these terms and conditions, references to, “we,” “our(s),” and/or “us,” are to ÄRLIG Computers; references to, “they,” “them,” and/or “their,” are to you, the client.

By using services provided by us, the client is entering into a contract with us. The terms below set out our obligations to them and what they are agreeing to.

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1. Limited Liability

We shall not be liable for any claims regarding the physical functioning of equipment/media or the condition or existence of data on storage media supplied before, during or after service.

In no event will we be liable for any damage to the device(s), loss of data, loss of revenue or profits, or any special, incidental, contingent, or consequential damages, however caused, before, during or after service even if we have been advised of the possibility of damages or loss to persons or property. ÄRLIG Computers liability with respect to the services, including any negligence on its part, shall be limited to the contract price for the services.

We and the client agree that the sole and exclusive remedy for unsatisfactory service shall be at our option.

The client is aware of the inherent risks of property damage involved in device repair, including without limitation, risks due to destruction or damage to the device(s) or data and inability to repair the device(s) or recover data, including those that may result from the negligence of us, and assumes any and all known risks of property damage that may result.

1.1. Liability Exclusions

Although we do not have specific knowledge of the client's device configuration(s) we will attempt to minimise disruption to their system as much as we can but we cannot be responsible for any unforeseen issues that may arise from any of our services.

Please note that if the client's device(s) is/are under warranty; our services may affect its validity. It is their responsibility to assess the effect of our services on any warranty.

We cannot be held responsible or liable to any service performed for the client regarding:

- Any data loss or corruption
- Any financial loss, or loss and interruption to business
- Any failure by the client to follow our reasonable recommendations or guidance
- Any losses or issues they may suffer due to their use of (or failure to use) anti-virus software
- Any loss that is not reasonably foreseeable

2. Repair Service

The client is responsible for ensuring that they have backed up all data on their device(s) before we begin contracted services unless the service required is that of data recovery. We will not be responsible for any loss of data or programs on the client's device(s) where data recovery is not the requested service.

If the client has not made any backups of their data then we can do this for them at a cost. Mechanical failure of the client's storage medium or other components inside their device(s) can occur, without warning, during our intensive diagnostics. Malware infections can also damage the client's data and could lead to unpredictable device behaviour resulting in data loss.

For some services, we may need to reinstall the client's operating system. This involves wiping their storage medium and installing an operating system back to the point when their device(s) were first purchased (or an updated version where available). We will contact the client prior to this to inquire if they require their data to be backed up beforehand. There will be additional charges associated with this service.

3. On-site Repairs and Services

If the client books a call-out appointment we may need the following at the time of said appointment:

- Full access to the device(s) being repaired; including any charging equipment required. Electricity mains power & lighting
- The client's agreement to follow our reasonable guidance

The client's device(s) should have a valid operating system installed. If they have not, we will need to purchase and install a retail version of the relevant operating system for their device(s). There will be additional charges associated with this service.

We are unable to work on unlicensed operating systems.

4. Remote Repair

Some issues are not able to be resolved remotely but we will use reasonable amounts of skill and care to resolve problems the client has requested us to do. It may be necessary for their device(s) to be collected to resolve their problem but we will discuss all available options prior to collection.

5. Warranty

Unless stated otherwise, all labour services carry a 12 month warranty. If in the unlikely event the same problem occurs again that we have fixed or any fault which is related to the service provided we will either fix the problem at no extra charge or, if we cannot fix the problem, we will refund your payment in full for the original service(s) performed. This excludes faults caused by the failure of other components after the repair has taken place, or by faults caused due to incorrect use and care of the device(s); including, but not limited to, malware or by faults arising from accidental damage.

5.1. Limited Warranty

Although we offer a 12 month warranty for most repairs, there are some exceptions where our standard warranty does not apply. We will indicate to you at the time of repair/collection what service(s) has/have a limited or exempt warranty.

6. Repair/Service Cancellations

It can take many hours to fully diagnose and repair the client's device(s) and often we need to purchase parts that are required for the repair. If at any time they decide to cancel the repair they will be liable to make payment of any parts ordered for their repair and a calculation of the cost of labour to the maximum of the agreed quoted cost of repair will be charged. We will not release any item back to them until payment in full is received.

7. Abandoned Devices

Any device(s) that has/have been left abandoned for over three months will be recycled or destroyed if prior arrangements have not been made. We will not be held responsible for any inaccuracies in the contact details provided by the client leading to the aforementioned recycling/destruction of their device(s). We will make reasonable attempts to contact the client using the information supplied by the customer as per, 'Torts (Interference with Goods) Act 1977'.

8. Free Diagnostics

It can take many hours to fully diagnose the client's device(s). This is a free service we offer to all our residential clients on condition that we provide a service while their device(s) remains in our care. If the client decides to not go ahead with the recommended service(s), we reserve the right to charge a nominal diagnostics fee or if the client's device(s) is/are beyond economical repair we are happy to recycle or destroy their device(s) in lieu of our nominal diagnostics fee.

9. Repair & Diagnostic Times

Although we aim to get the client's device(s) repaired/diagnosed as quickly as possible, the service can sometimes take longer than anticipated. We aim to diagnose and repair within 5 business days but sometimes the repair can take longer. We often have to source parts from within the UK and in some instances outside of the UK and can take several weeks before we receive the parts and clear customs. We will not be held responsible for any repairs that exceed our aim. We will make every effort to inform you if we expect a delay in our service(s).

10. Personal Data/Confidentiality

During the booking process of the client's device(s) we will ask them for certain details which we require to perform the service(s). This includes their name, address, phone numbers and email address. We may also require their administrator password/passcode (or similar) to access their device(s) to complete our service(s).

We agree not to disclose any personal details or data supplied with, stored on, or recovered from the client's device(s) subject to confidentiality agreements or as required to be reported by law and local authorities.

11. Payment

Payment is due in full upon completion of successful repair and prior to release of the device(s).

12. Offers, Vouchers & Protection Plans (Subscriptions)

Any offer, voucher or subscription can only be redeemed against labour costs and only one offer, voucher or subscription may be redeemed per invoice/quote. Offers and vouchers are only redeemable on labour costs.

12.1. Offers

Offers refer to discount codes that provide a percentage of the invoice/quote labour costs. A client may obtain these codes through marketing materials or by meeting certain eligibility criteria to be determined by us.

12.2. Vouchers

Vouchers refer to a defined monetary value that is to be deducted from the labour costs of an invoice/quote.

12.3. Protection Plans (Subscriptions)

Protection Plans (Subscriptions) refer to one-off or recurring payments that a client can purchase to receive a percentage (defined at the time of purchase/subscription) of labour costs to be deducted from their invoice. A discount code will be linked to these subscriptions and will appear on invoices/quotes as such. Subscriptions must be active at the time of a request for a service or repair from the client.

Payments for any subscription service have no cooling-off period and are non-refundable but can be cancelled at any time if a recurring payment is in place.

13. Giveaways & Raffles

We will periodically run giveaways & raffles through a number of different channels and these terms set out the general conditions to define a valid entry. Any other additional requirements will be listed as part of the original announcement post(s).

13.1. Eligibility Requirements

Entrants to any Giveaway or Raffle must:

- Be 18 years age or over
- Be resident in UK within a 10 mile radius of Cramlington (NE23)
- Read our full Terms & Conditions and Privacy Policy

14. Donation

Invoices generated by us may include a £1 donation to a registered charity of our choosing. You may amend this donation to any amount and you may also amend the selected charity (from a list of registered charities defined by us).

These donations are non-refundable and are excluded from any offers/discounts, vouchers or subscriptions

15. Complaints

All complaints will be recorded digitally and kept for a minimum of 2 years.

Please refer to our Privacy Notice for further details for complaints relating to the use of your personal data.