

Wyvern Business Systems Ltd

Maintenance & Support Terms and Conditions

If at any time during the maintenance and support period the equipment listed on the Maintenance and Support Contract becomes defective in operation, Wyvern Business Systems Ltd shall repair the equipment and restore it to its pre-delivery state, including where necessary providing replacement parts and re-loading all the software bought with the equipment, at the expense of Wyvern Business Systems Ltd. Removal of any serial numbers will invalidate the maintenance and support contract. Replacement parts shall be new, or refurbished equivalent to new, all parts removed become property of Wyvern Business Systems Ltd.

It is a condition of this contract that no repairs, modifications or upgrades shall be undertaken by any person or persons not authorised by Wyvern Business Systems Ltd.

This Maintenance and Support only covers equipment supplied by Wyvern Business Systems Ltd. It does not cover software, environmental or electrical work external to the equipment. All equipment covered by this agreement must be operated in accordance to the manufacturers guidelines. Wyvern Business Systems Ltd reserves the right to charge for any parts that have failed prematurely due to operating outside of the manufacturers' guidelines. Any hardware or software required to repair a fault that is not covered by the Maintenance and Support Contract, will be charged for. If a fault is found to be, directly or indirectly, caused by incorrect operation by the customer, Wyvern Business Systems Ltd shall be entitled to invoice the customer for all work undertaken in relation to such fault and to charge for all parts used.

Wyvern Business Systems Ltd shall try and diagnose and correct the product malfunction or failures wherever possible. Wyvern Business Systems Ltd will try and resolve the problem firstly by telephone support with a Service Centre technician and if the equipment can't be fixed via re-mote, dependent upon the fault, we shall either arrange an onsite visit or arrange pick up and return to our base. This will all be free of charge.

It is the customer's responsibility to ensure that all equipment returning to Wyvern Business Systems Ltd base for repair is packaged correctly. Wyvern Business Systems Ltd will be unable to repair under the Maintenance and Support Contract if any equipment being returned has been damaged through inadequate packaging.

It is the customer's responsibility to ensure the anti-virus software is kept up to date on the machine. If there is a problem with the machine due to these not being kept up to date then Wyvern Business Systems Ltd may charge for the service of repairing the problem. If any software installed on the computer is not compatible with the system supplied, and a problem arises due to this, then again Wyvern Business Systems Ltd may charge for the service of sorting out the problem.

If any other equipment or devices, which have been connected or installed onto the equipment by the customer, impair Wyvern Business Systems Ltd service efforts, they will be temporarily removed at the customer's risk and expense, in order to allow Wyvern Business Systems Ltd to repair the equipment. Wyvern Business Systems Ltd service technicians will not print any information that is contained on a customer's hard disk without the customer's permission, No hard disk will be left unattended in open areas where access to it could be obtained by unauthorised third parties.

Wyvern Business Systems Ltd is not liable for defects caused by accident, neglect, misuse, improper handling or by installation, alteration or repairs not effected by the company. Wyvern Business Systems Ltd accepts no responsibility for any loss, disruption or damage to your data on your computer system whilst it is in for repair or during on-site training or installations. However, we will make every effort to ensure the safe keeping of your data. Please ensure no sensitive data is left on your computer. Wyvern Business Systems Ltd is not liable for failures or delays in performance of its obligations due to causes beyond its control.