

**Troubleshooting Fee:**

Occasionally we will receive a machine for repair where we cannot duplicate the problem described, or when after testing, the estimated repair costs are considered to be too much (i.e. motherboard replacement). In cases such as this, there will be a £20 fixed troubleshooting fee. If the problem with your machine reoccurs within 30 days, we will apply the previous £20 charge to the new service provided (i.e. you do not have to pay again). If there is an additional charge, you will be notified before any work is undertaken.

**Normal Repairs:**

If your machine needs a part to repair it, we will agree the costs with you before ordering the part and then agree the total cost (including labour) before any work is undertaken.

When we order parts on your behalf, you will be charged for the parts and any associated delivery cost. We do not make profit on any parts ordered and our suppliers will not allow us to return parts for credit.

Parts may be new or refurbished, and are warranted for 90 days from the date of the repair.

**Service Level Agreement:**

*We will endeavour to always improve or better the service level quoted below, but it is out of our hands when the postal service is used for parts delivery.*

- Software problems, upgrades and data transfers (3 working days)
- Hardware problems (5 working days, obviously subject to availability of parts)

**Guarantee:**

All repairs performed by Jopen Laptop Repairs are guaranteed for 30 days from the date that the repair was performed.

Warranty applies to repairs performed to a machine for a particular issue. If several issues are repaired, then the Warranty applies to all the issues repaired as per your invoice.

If your machine develops a new issue within the 30 day period after your machine was repaired, the new issue will be treated as a new repair, and incur our usual and customary Charges.

**Machines not collected.**

Any machines not claimed 22 days after you have been notified of its readiness (Collected Date on the invoice), will be considered excess and understood to be abandoned and discarded accordingly.