

We've written these terms in plain English to make things clear. These are a summary only. Our full Terms & Conditions and Privacy Policy apply and can be viewed on our website.

At a glance

No fix, no fee

Workshop repairs only - nothing to pay if we can't economically fix it.

£30 if you decline

A diagnostic fee applies only if you turn down a cost-effective repair.

Quote before we charge

We assess first and give you a price before any chargeable work starts.

Back up your data

Please back up first - we can't guarantee data survives diagnosis or repair.

Collect within 30 days

Storage charges (£10) may apply after that; 90 days may be treated as abandoned.

Your rights are protected

Nothing here affects your rights under the Consumer Rights Act 2015.

Quotations & Orders

- For in-store repairs, we'll assess your device and provide a quotation before any chargeable repair work is carried out.
- For home or business visits, we'll provide a price for the booked appointment. Additional time will be charged at our prevailing on-site support rates.
- Where follow-up support is offered in relation to a reported fault, the diagnostic and repair process will not be considered complete until that support has been provided or declined.

No Fix No Fee (Workshop Repairs Only)

- If we determine that your device is beyond economical repair or that a repair is not technically possible, there is no diagnostic fee to pay.
- If you decline a cost-effective repair, a diagnostic fee of £30 applies.
- A repair will normally be considered beyond economical repair where the estimated repair cost is more than 50% of the cost of an equivalent replacement device.

Data & Devices

- Please back up your data before submitting your device for repair. We cannot guarantee that data will not be lost during diagnosis, repair, upgrade, software work or as a result of an existing fault.
- We will take reasonable care of your device and any data accessible to us while it is in our possession.
- Our technicians may need to access files, folders, user accounts, software applications and operating system settings in order to diagnose and repair your device.
- Once work is completed, or we have informed you that no further work will be carried out, you should collect your device within 30 days.
- We will make reasonable attempts to contact you using the contact details you have provided.
- Devices remaining uncollected after 30 days may incur administration and storage charges (currently £10).

- If a device remains uncollected for more than 90 days after notification that it is ready for collection, and reasonable attempts to contact you have been unsuccessful, we may treat the device as abandoned and reserve the right to dispose of, recycle, sell or otherwise deal with it in accordance with our Terms & Conditions.
- Any outstanding charges owed to us remain payable and may be recovered separately.

Payments

- New and consumer customers: Payment is due on completion of the agreed work.
- Existing business customers: Payment is due in accordance with the invoice terms.
- Late payments may result in recovery action and the recovery of any costs where legally permitted.

Cancellations

- If you book online, by telephone or by email, you may have a 14-day cancellation period under the Consumer Contracts Regulations.
- By asking us to begin work during this period, you agree that you will be responsible for the cost of any work carried out before cancellation.
- Once the agreed service has been fully completed, your right to cancel may end.

Privacy & Security

- Telephone calls to and from ARK Computer Repair may be recorded for training, quality assurance, security, compliance and dispute resolution purposes.
- CCTV operates throughout our premises and may record both video and audio.
- Communications via email, SMS, WhatsApp and our customer portal may be retained for customer service, security, legal and record-keeping purposes.
- Further information about how we process personal information can be found in our Privacy Policy.

Your Rights

- Nothing in these terms affects your legal rights under UK law, including your rights under the Consumer Rights Act 2015.

Full Terms & Conditions: <https://arkcomputerrepair.co.uk/trading-terms>

Privacy Policy: <https://arkcomputerrepair.co.uk/privacy-policy>