

AxTechWorks Back to Education 2026 Promotional Terms & Conditions

Effective date: 22/08/2026

Version: v1.0

Summary

Promotion: Back to Education

Offer: 15% off eligible AxTechWorks service charges

Promotional Period: 24/08/2026 – 20/09/2026 (Inclusive)

Eligibility: Eligible residential bookings for appointments during the promotional period

Exclusions: Parts, equipment, supplied goods, travel charges and other non-service charges

Other offers: Cannot normally be combined with another AxTechWorks promotion or discount

1. Promotional Period

The Back to Education Campaign is available from **24 August 2026 until 21 September 2026, inclusive** (the “Promotional Period”).

The appointment must also take place during the Promotional Period. Appointments scheduled to take place after **21 September 2026** will not qualify for the promotional discount, even where the booking was originally made during the Promotional Period..

2. The Offer

Customers making an eligible booking during the Promotional Period will receive **15% off qualifying AxTechWorks service charges**.

The discount is calculated against the normal service price applicable at the time the booking is made.

The Back to Education Campaign is a general promotional campaign and customers do **not** need to be a student, parent, teacher or otherwise connected with an educational establishment to qualify.

3. Eligible Services

Unless specifically stated otherwise, the Promotion applies to standard residential AxTechWorks services available during the Promotional Period.

This includes eligible service and labour charges associated with services such as:

- Consult & Support;
- PC Diagnostics & Repairs;

The Promotion does not guarantee that AxTechWorks will be able to diagnose, repair, configure or otherwise resolve a particular technology issue.

Normal service availability, service-area restrictions and technical limitations continue to apply.

4. Parts, Equipment and Other Exclusions

The 15% promotional discount applies to **service charges only**.

The discount does not apply to:

- replacement parts or components;
- computers, devices or other hardware;
- accessories or peripherals;
- networking equipment;
- software licences or subscriptions;
- third-party products or services;
- postage, delivery or courier costs;
- travel charges; or
- any other goods or non-service charges supplied as part of an appointment or repair.

Where an invoice contains both eligible service charges and excluded items, the 15% discount will be applied only to the eligible service charges.

For example, where a repair includes an eligible service charge together with the cost of a replacement component, the service charge will receive the 15% discount while the replacement component will remain payable at its normal price.

5. Travel Charges

Normal AxTechWorks travel charges will apply according to the customer's applicable service area or travel zone.

During the Promotional Period, qualifying travel charges associated with an eligible booking will receive the **same 15% promotional discount** as the qualifying service charges.

Travel charges remain subject to AxTechWorks' normal service-area and pricing arrangements.

6. Other Discounts and Promotions

The Back to Education Campaign cannot be used in conjunction with another AxTechWorks promotional offer, discount, voucher or promotional code unless expressly stated otherwise.

Where a customer qualifies for more than one promotion, only one promotional discount may normally be applied.

Where applicable, AxTechWorks will apply the eligible promotion that provides the customer with the greater saving.

The promotional discount has no cash value and cannot be exchanged for cash, account credit or another benefit.

7. Booking and Appointment Changes

Bookings remain subject to AxTechWorks' normal appointment availability and booking requirements.

An enquiry, quotation request or request for information made during the Promotional Period does not by itself secure the promotional discount. An eligible booking must be made and an appointment must be completed within the promotional period.

Where an eligible appointment is subsequently rescheduled, the promotional discount will remain if the appointment is within the promotional period. Where an appointment is rescheduled for a date after the promotional period, no discount will be applied.

Where a booking is cancelled and a new booking is subsequently made for a date after the Promotional Period has ended, the new booking will not normally qualify for the Promotion.

8. Additional Work

Where additional eligible service time or labour is required during an appointment, the additional service charge may also receive the 15% discount where it forms part of the same qualifying booking.

Any additional work will remain subject to customer agreement and AxTechWorks' normal pricing arrangements.

Any parts, equipment or other excluded items required as a result of additional work remain payable at their normal price.

9. Cancellations

AxTechWorks' standard cancellation terms continue to apply to appointments booked under the Promotion.

Any cancellation fee or charge arising under the standard AxTechWorks Terms & Conditions is not eligible for the Back to Education promotional discount.

10. Payment and Invoicing

The promotional discount will be reflected in the customer's invoice.

Payment remains due in accordance with the standard AxTechWorks payment terms.

The customer remains responsible for payment of all valid charges associated with the appointment, including any parts, equipment, travel charges or other items excluded from the Promotion.

11. Refunds

Where a refund is due in respect of a service purchased using the Promotion, any refund will be based on the amount actually paid by the customer after application of the promotional discount.

The Promotion does not create an entitlement to receive the undiscounted value of a service as a refund or credit.

Nothing within these Promotional Terms & Conditions affects any statutory rights or remedies available to the customer.

12. Misuse of the Promotion

AxTechWorks reserves the right to refuse or withdraw the promotional discount where there are reasonable grounds to believe that the Promotion is being fraudulently used, deliberately manipulated or otherwise abused.

This may include creating or restructuring bookings primarily for the purpose of obtaining a promotional benefit outside the intended scope of the Campaign.

Any action taken under this section will not affect a customer's statutory consumer rights.

13. Changes or Withdrawal

AxTechWorks may extend the Promotional Period or improve the Promotion at its discretion.

AxTechWorks may amend, suspend or withdraw the Promotion where reasonably necessary due to circumstances outside its reasonable control, administrative or technical error, fraud, misuse or another legitimate reason.

Where reasonably practicable, changes to the Promotion will not affect qualifying bookings already accepted by AxTechWorks before the change takes effect.

14. Standard AxTechWorks Terms & Conditions

These Promotional Terms & Conditions supplement the standard AxTechWorks Terms & Conditions.

All normal terms relating to appointments, access, service delivery, customer responsibilities, payment, cancellation, parts, repairs and other matters continue to apply.

Where there is a conflict specifically relating to the operation of the Back to Education promotional discount, these Promotional Terms & Conditions will apply to the extent necessary to resolve that conflict.

15. Consumer Rights

Nothing within these Promotional Terms & Conditions is intended to exclude, restrict or limit any rights or remedies that a consumer may have under applicable UK consumer law.

16. General

The Promotion is available to eligible AxTechWorks residential customers and is subject to service availability.

The promotional discount is not transferable independently of the qualifying booking and cannot be sold or exchanged.

If any provision of these Promotional Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

These Promotional Terms & Conditions are governed by the laws of **England and Wales**.