

Operating System Reinstallation & Data Erasure – Terms & Conditions

These terms apply where AxTechWorks performs an operating system reinstallation, reset, or clean installation on any device.

Prior to the service being carried out, you will be required to [complete a consent form](#) confirming acceptance of these terms.

Scope of Service

An operating system reinstallation involves the complete removal of the existing operating system and the installation of a new or reset version. This process permanently removes all existing data and software from the device.

Data Loss Acknowledgement

You acknowledge and accept that operating system reinstallation will result in:

- Permanent deletion of all files, including documents, photos, videos, emails, and applications
- Removal of all installed software, licenses, and custom configurations
- Loss of any data not backed up prior to the service

Once reinstallation begins, data recovery is not possible.

Customer Responsibility

You are solely responsible for ensuring that all required data is fully backed up and verified before work begins. AxTechWorks does not verify the completeness or integrity of customer backups unless a separate backup service has been agreed in writing.

Limitation of Liability

AxTechWorks is not liable for:

- Loss of data, files, software, or system configurations
- Inability to recover data following reinstallation
- Any consequences arising from missing or incomplete backups