

AxTechWorks – PC Diagnostics & Repairs - Terms & Conditions

Effective Date: 05/04/2026

Version: v2.0

Summary (Key Points – Non-Contractual Overview)

- This is a **one-off repair service** (not ongoing support).
 - We will always attempt to resolve issues, but cannot guarantee outcomes.
 - Data loss is always a risk — **you must back up your data**.
 - Some services (e.g. OS reinstall, firmware updates) carry higher risk.
 - Payment is due after the visit unless agreed otherwise.
 - Late cancellations and no-shows **may be charged**.
 - Our liability is limited and capped.
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1. Definitions

1.1 “We”, “Us”, “Our” means **AxTechWorks**.

1.2 “You”, “Customer” means the individual or household purchasing the service.

1.3 “Service” means a one-off PC Diagnostics & Repairs visit or session, including advice, troubleshooting, and repair.

1.4 “Visit” means the agreed on-site support appointment.

1.5 “Device” means any computer, laptop, or related equipment submitted for service.


1.6 “Data” means all files, applications, operating systems, licences, and configurations stored on the device.

1.7 “Repair” means any attempt to restore functionality, either partially or fully.

2. Nature of the Service (One-Off Support)

2.1 PC Diagnostics & Repairs services are provided on a one-off basis only and do not include ongoing, managed, or recurring support.

2.2 The Service is practical in nature and may include:

- Technology advice and recommendations
 - Device repair
 - Troubleshooting and optimisation
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2.3 The Service does not include:

- Ongoing monitoring or maintenance
- Guaranteed resolution of issues
- Work outside the agreed scope unless separately agreed

3. Scope of Services

3.1 Services are limited to diagnostics, troubleshooting, and repair of the reported issue(s).

3.2 Not all faults may be identified during the initial visit.

3.3 Additional work may be required and will be discussed before proceeding.

4. Service Delivery

4.1 Services are provided at the agreed date and time slot.

4.2 Visit durations are indicative only and may vary depending on complexity and device condition.

4.3 We will provide the Service with reasonable care and skill but cannot guarantee specific outcomes, particularly where results depend on:

- Third-party hardware or software
- Pre-existing faults or damage
- Network providers or internet connectivity
- Customer-provided information or cooperation

4.4 With your agreement, devices may be taken for off-site repair where required.

5. Customer Responsibilities

5.1 You must provide:

- Safe access to the property
- A suitable working environment
- Accurate information about the issue

5.2 You must ensure all important data is backed up before the visit.

5.3 You are responsible for ensuring all software and equipment used is legal, licensed, and safe.

6. Data Protection & Data Loss

6.1 While reasonable care is taken, data loss is always a risk during diagnostics and repair.

6.2 You accept full responsibility for ensuring all data is backed up prior to service.

6.3 AxTechWorks does not verify backup completeness unless agreed in writing.

6.4 We are not liable for:

- Loss of data
 - Corruption of files
 - Loss of applications or configurations
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7. Charges & Payment

7.1 Charges will be agreed before the visit and may include:

- Labour charges
- Travel charges
- Parts and materials

7.2 Pricing is defined in the [AxTechWorks - PC Diagnostics & Repairs Pricing Plan](#).

7.3 Payment is due upon completion of the Service unless otherwise agreed.

7.4 Additional work outside the agreed scope must be approved before proceeding.

8. Cancellation & Refund Policy

8.1 Customer Cancellations

- **More than 24 hours' notice:** no charge
- **Less than 24 hours' notice:** may be charged
- **No-show:** charged in full

8.2 Refunds

8.2.1 No refunds are provided where:

- The issue could not be resolved
- The outcome was not as expected
- Third-party limitations prevented completion

8.2.2 If we cannot proceed due to our fault:

- A reschedule or
- A full refund will be offered if paid upfront for any part of the service

8.2.3 Statutory consumer rights are unaffected.

9. Satisfaction & Complaints

9.1 We aim to deliver a professional and helpful service.

9.2 If dissatisfied, you must notify us as soon as reasonably possible.

9.3 We will review and, where appropriate, offer a reasonable resolution.

10. Liability & Limitations

10.1 We are not responsible for:

- Data loss or corruption
- Pre-existing faults
- Third-party failures

10.2 Our total liability is limited to the amount paid for the specific Service Visit.

10.3 We are not liable for indirect or consequential losses including:

- Loss of income
- Business interruption
- Inconvenience

10.4 Repairs may reveal hidden faults or cause cosmetic wear.

11. Confidentiality & Data Protection

11.1 All customer information will be treated confidentially.

11.2 Personal data is processed in line with UK data protection laws and our Privacy Policy. Our Privacy Policy is available on our website - [Privacy Policy | AxTechWorks](#).

12. Health & Safety

12.1 We may refuse or stop work if conditions are unsafe.

12.2 In such cases, the visit may still be chargeable.

13. Service-Specific Terms

13.1 The following apply only where relevant services are performed.

13.1 Firmware, BIOS & System Updates

In Summary

- Updates may fail or damage devices
- Some updates are irreversible
- Data loss may occur

13.1.1 Updates may fail or cause device inoperability.

13.1.2 Outcomes may be affected by external factors.

13.1.3 No guarantee of success is provided.

13.1.4 You must ensure backups are completed prior to updates.

13.2 Liquid & Physical Damage

In Summary

- Damage may worsen over time
- Repairs are not guaranteed

13.2.1 Devices may have hidden or progressive faults.

13.2.2 Repairs are best-effort only.

13.2.3 Additional failures may occur during repair.

13.3 Operating System Reinstallation & Data Erasure

In Summary

- All data will be permanently deleted
- This cannot be reversed

13.3.1 All data and software will be permanently removed.

13.3.2 Data recovery is not possible once started.

13.3.3 You are responsible for backups.

13.4 Unsupported or Legacy Software

In Summary

- Higher security and stability risks
- You accept full responsibility

13.4.1 Unsupported software may be insecure or unstable.

13.4.2 We do not guarantee compatibility or reliability.

14. Governing Law

14.1 These Terms are governed by the laws of England and Wales.

14.2 Disputes are subject to the jurisdiction of those courts.

15. Acceptance of Terms

15.1 By booking or accepting the Service, you confirm acceptance of these Terms.

15.2 You authorise us to carry out necessary diagnostics, repairs, and system changes required to attempt resolution.