

Cancellation and refund policy

for services provided by Tesco Tech Support

If you need to cancel or amend a visit or remote service you may do so with no penalty up to 24 hours before the scheduled time.

Call us on 0845 87 87 800 to do this.

If you call to cancel within the 24 hours prior to the scheduled time we reserve the right to retain payment up to the value of the service.

If you call to amend the time within the 24 hours prior to the scheduled time we will do our best to accommodate this, but if an engineer is already en route to the appointment we reserve the right to not refund any payment made.

If you cancel the service more than 24 hours before the scheduled time you are entitled to a full refund of the service cost. The refund will be issued by returning the receipt to the Customer Service desk at the store from which you purchased the service.

Any goods purchased from Tesco Plc are subject to Tesco's standard terms and conditions.

For work carried out in-store, if the engineer needs more time than originally purchased to carry out the job, then you will not be asked to pay extra unless the scope of the job has expanded significantly (for example if installation of new software leads to a new requirement for some hardware to be fitted, or if an investigation finds a major virus infestation, or the operating system needs to be rebuilt). If further work is required, you will be quoted a maximum extra cost that will not be exceeded. If the job is completed quicker than expected and there are one or more blocks of 20 minutes time paid for but unused, then you will get that time refunded. Partially used blocks of time cannot be refunded.



Terms and Conditions

To book or find out more simply visit us in store,
call **0845 87 87 800** or visit us online at www.tescotechsupport.com
Calls cost up to 4p per minute from a BT landline. Other providers vary.



Helping you get more from your technology

Terms and Conditions

These terms and conditions and the invoice (the “Invoice”) or the service order form (collectively, the “Contract”) form the agreement between Tesco Tech Support Ltd. registered number 5769298, whose registered office is at Tesco House, Delamare Road, Cheshunt, Hertfordshire, EN8 9SL (“Tesco Tech Support”, “we” or “our”) and you in respect of the services specified. Your acceptance of our quote for Services constitutes an offer by you to purchase the Services specified in it, the service order form, or the Invoice and can only be accepted by our written acknowledgement or, if earlier, by us starting to provide the Services at which point our contract is established. Our quotes are given on the basis that no Contract shall come into existence except in accordance with this paragraph. Any quote is valid for a period of 28 days from its date, provided that we have not previously withdrawn it. All capitalized terms are defined in these terms and conditions or the Invoice. “Customer”, “you” or “yours” means the customer detailed in the Invoice.

1. Our Services (the “Services”)

Tesco Tech Support will provide support services to you to install the equipment referred to in the service order form issued at the time of purchase by Tesco Stores Plc or fix problems in equipment listed on our invoice to you (the “Named Equipment”), either by attending at your premises as specified in the Invoice (the “Premises”), in-store, or, at our choice, via remote resolution.

2. Customer Obligations

You confirm that you have all rights and licences necessary to use any software installed on the Named Equipment and to permit Tesco Tech Support to carry out the Services and you will indemnify Tesco Tech Support against all losses and expenses arising as a result of any breach of this provision.

You will co-operate with Tesco Tech Support and provide us with any access to your premises, data and other facilities which is necessary for performance of the Services. You will inform us of any relevant health and safety rules.

If applicable, you must be available at the booked address at the booked time. Our engineer will wait up to 10 minutes, but after that time we reserve the right to cancel the Services without refunding the service cost.

You are responsible for the operation of any connection to the internet of the Named Equipment.

Suitable power sockets must be available, and there must be a suitable space available to install the Equipment.

If our performance is prevented or delayed by your act or omission (including, without limitation, a wasted visit to your Premises if your internet connection is not functional) Tesco Tech Support shall not be liable for any costs or losses incurred by you. You will be liable to pay us on demand all reasonable costs and losses (direct, indirect or consequential including loss of profit) which we sustain arising directly or indirectly from your act or omission.

3. Payment

Visits to your Premises, workshop activities and remote support will be charged to you at Tesco Tech Support’s then current business or consumer rates as applicable. All amounts due for Services will be paid in full at the time of the visit unless payment has already been received or, if agreed by our Head Office, in cleared funds 14 days after invoice date.

Any additional parts, equipment and software provided to you at the time of our visit or subsequently shall be at Tesco Tech Support’s then standard price. Any outstanding amount due for parts, equipment and software will be invoiced and payment collected on completion of installation, completion of in-store work, or delivery, as applicable.

4. Our liabilities:

Tesco Tech Support will always use reasonable skill and care in the provision of the Services to try to fix problems with the Named Equipment. However, you accept that in some cases, this will not be possible or economic in which event we will promptly inform you of this fact and recommend alternative solutions.

For PC-based services, if a machine is badly infected by spyware or viruses or a hardware problem that prevents the engineer from carrying out the requested Services, then we will quote for engineer time and parts required to resolve the issue and enable the engineer to carry out the requested service. If this cost is not acceptable, then you have the right to cancel and receive a refund.

Tesco Tech Support will, for a period of 28 days after each repair or installation of the Named Equipment has been completed, offer remote support or a return visit to the Premises at no additional charge to attempt to correct any problem which was not resolved by the initial repair or installation. The standard on-site charge will be made if it is determined that the problem is due to a new cause.

If Tesco Tech Support provide any equipment, parts or software to you, we will pass on to you the benefit of any manufacturer’s warranty, guarantee or licence in respect of such equipment, parts or software. Risk to such items shall pass to you on delivery and title on payment in full.

Tesco Tech Support accepts no liability or responsibility for (i) any indirect, special, consequential or pure economic loss or damages (ii) loss of profits, (iii) loss of business, (iv) loss of anticipated savings, (v) loss of goods, (vi) loss of use, (vii) loss of contract or (viii) corruption of data or information. It is your responsibility to ensure that you have an adequate back up of all data, information and software stored on the Named Equipment and each part of your computer network.

To the extent permitted by law, the total liability of Tesco Tech Support to you for all claims made under this Contract including any representations (whether in contract, tort, negligence or otherwise) shall be limited to the price paid for the Services by you under this Contract. Nothing in this Contract limits the liability of Tesco Tech Support for death or personal injury resulting from negligence or fraud or any statutory implied terms which cannot be excluded. If you are a consumer as defined by the relevant laws, your statutory rights shall not be adversely affected by this Contract.

General

These terms and conditions shall prevail over any inconsistent terms and conditions provided by you or implied by law or course of dealing.

This Contract is made for the benefit of Tesco Tech Support and you (and our and your respective successors and permitted assigns) only and is not intended to benefit or be enforceable by anyone else.

Tesco Tech Support will not be liable to you for any failure to fulfil obligations caused by circumstances outside its reasonable control.

If any term is held to be invalid or unenforceable in whole or in part, the validity of the other terms shall not be affected.

A waiver of any right under the Contract is only effective if it is in writing.

The Customer shall not assign this Contract without the prior written consent of Tesco Tech Support, not to be unreasonably withheld or delayed. Tesco Tech Support may at any time assign or sub-contract any or all of its rights under this Contract.

This Contract represents the entire understanding between you and us and supersedes all previous agreements, statements or representations relating to the Services (whether oral or written) and you agree that you have not relied on any such statements or representations made by us. To the fullest extent permitted by law, this Contract excludes any warranties, conditions or terms implied by statute or common law and cannot be changed except by written agreement of a director of Tesco Tech Support and the Customer.

Service specifications are valid in the UK Mainland only and subject to change without notice.

This Contract shall be governed by and construed in accordance with the laws of England and Wales and the English courts shall have exclusive jurisdiction.