

**GEEK SQUAD  
TECH SUPPORT**

# **BATTLING TECH TRAUMAS 24/7.**



*HAVE NO FEAR, HELP IS HERE.*  
WHENEVER A GADGET FAILS, OUR AGENTS ARE READY  
TO KEEP EVIL TECH TROUBLES AT BAY. SO CALL US  
24/7, 365 DAYS A YEAR.



Protect and Support partner of  
**Carphone Warehouse**



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## ***TECH DIFFICULTIES? SOUNDS LIKE A JOB FOR A GEEK SQUAD AGENT***

Welcome to the world of Geek Squad. Since 1994 our Agents have made it their mission to keep tech doom at bay. Standing by in Carphone Warehouse stores across the country, our highly trained Agents offer jargon-free advice and handy tips to help you get the most out of your gadgets. Armed with a passion for all things tech, they're there to answer your technical cries for help. Day or night, our mighty Agents are ready.

### **AMAZING 24/7 TECH SUPPORT, ALL YEAR ROUND**

Technology is great when it works but it can be a nightmare when things go wrong. So the next time you're struggling to set up a new device, or an old one is acting up, don't blow a fuse. Call a Geek Squad Agent instead. They're available for you around the clock, any day of the year. Even on Christmas Day.

## ***HOW TO REACH US***

1. **GEEK SQUAD TECH SUPPORT IS AVAILABLE IN STORE, ONLINE OR OVER THE PHONE**
2. **CALL FREE ON 0800 049 3040\* ANYTIME OF THE DAY OR NIGHT, 365 DAYS A YEAR**
3. **VISIT [WWW.GEEKSQUAD.CO.UK/KV](http://WWW.GEEKSQUAD.CO.UK/KV) FOR ARTICLES WITH EASY TO FOLLOW ADVICE, JARGON-FREE TECH TIPS AND THE LATEST PRODUCT REVIEWS**

\*Alternatively if you're calling from a mobile or abroad call 01708 609 125.

# HELPING YOU ZAP TECH TROUBLES



Technology moves so fast these days that no one has the time or energy to keep up with every new gizmo and fancy widget. Well, nearly no one. Blessed with immense technical knowledge, our Geek Squad Agents have the power to make the ever-changing tech world a lot simpler.

## PROTECTING YOUR GADGETS WITH A RANGE OF MEMBERSHIPS

So you're not paying for cover you don't need, we offer three options to suit your lifestyle.

**Tech Support Solo** covers one smartphone or tablet while **Tech Support Multi** protects all your gadgets. Or if you're after the best you can get, **Tech Support Total** covers all your gadgets and also comes with three one-to-one tech tutorials, internet software for your computer and one free virus removal a year.

For Tech Support Solo and Multi customers, you get a huge 20% off virus removals - saving you money on an otherwise expensive exercise. So if any baddies do manage to infiltrate your computer, all you have to do is say the word and an Agent will connect remotely and quickly thwart the evil lurking within.

## NO PROBLEM TOO BIG OR SMALL

Whether you're trying to access emails, set up a printer or speed up a slow computer, our Agents can help. Computers, laptops, e-readers, televisions, routers, iPods... they can deal with them all. And with remote access, their problem-solving expertise can be beamed across to wherever you are\*.

Plus we will help you get all your gadgets working together, like connecting your e-reader to your WiFi and your computer\* to your TV.

\*Compatibility and functions are dependent on operating system, device and connection.



### SECURING YOUR INFORMATION

To help you take care of your new smartphone or tablet, we'll send a link to download a clever little app\*. Then, if it falls into the wrong hands, you'll be able to locate and lock it remotely, as well as wiping your personal information.

You'll receive a link soon after joining Geek Squad so you can install an app right away. Remember, you must install it so it's ready to use in case disaster strikes. If you have any difficulties just give our Agents a call on **0800 049 3040**.

### MAKING THE MOST OF YOUR TECH

Check out all the online support articles on our website, including troubleshooting and set up guides, at **[www.geeksquad.co.uk/kv](http://www.geeksquad.co.uk/kv)**. And you can follow us on Facebook and Twitter, or subscribe to our great podcasts, for up-to-date postings on the latest tech on the planet and more.



# MEMBERSHIP OPTIONS FOR YOUR PROTECTION



Each membership has a different level of cover so you can pick the one that's right for you. Our **Tech Support Solo** covers your smartphone or tablet and **Tech Support Multi** protects all the gadgets you own. These memberships give you complete access to Technical Support in selected Carphone Warehouse stores, 24/7 over the phone and online. To find your local Agent visit [www.geeksquad.co.uk/storelocator](http://www.geeksquad.co.uk/storelocator).

But for those who want to unleash the full force of our Agents' skills, there's **Tech Support Total**. Not only does it cover you for multiple devices but it also includes one virus removal a year. Plus you'll get three in-store tutorials from a Geek Squad Agent where you'll learn to get the most from your gadgets.

\*Compatibility and functions are dependent on operating system, device and connection. One device per policy.



## GEEK SQUAD TECH SUPPORT

TYPE OF MEMBERSHIP	TECH SUPPORT SOLO Smartphone or tablet	TECH SUPPORT MULTI All devices	TECH SUPPORT TOTAL All devices
Email support	✓	✓	✓
24/7 Telephone support	✓	✓	✓
Remote assistance*	✓	✓	✓
Instore support (in Geek Squad precinct)	✓	✓	✓
Additional services	20% discount on selected instore services	20% discount on selected instore services	20% discount on selected instore services
30 minute tutorials (3 per year)	-	-	✓
Emergency internet	-	-	✓
Virus removal on laptop or desktop* (1 per year)	-	-	✓
Internet security on laptop or desktop* (1 device only)	-	-	✓
Mobile/tablet security*	✓	✓	✓
Mobile/tablet locate (GPS/WiFi)*	✓	✓	✓
Mobile/tablet block and wipe*	✓	✓	✓



**WHEN YOU NEED HELP  
CONTACT AN AGENT**

### **STANDING BY WITH 24/7 TECH SUPPORT**

No matter the problem with your gadget, be it email set up, transferring contacts or installing software, our Agents are on hand to help solve your technical woes. Simply call our free UK helpline on **0800 049 3040** day or night, 365 days a year. Yes, even on Christmas Day.

### **BRINGING YOU A WORLD OF INFORMATION**

Geek Squad offers you tons of technical support online, including heroic troubleshooting and set up guides, at **[www.geeksquad.co.uk](http://www.geeksquad.co.uk)**.

Follow us on Facebook and Twitter to catch all the latest tips and news. Got a burning question about a gadget? Then jump into our live tech clinics on Facebook. You'll find us by searching for 'Geek Squad UK'. You can also read reviews on the latest tech as well as handy tips and great advice in our online Knowledge Vault at **[www.geeksquad.co.uk/kv](http://www.geeksquad.co.uk/kv)**.

Plus, we put together some great podcasts with programmes about the latest technology and how to get to the bottom of all your tech traumas. To find our selection of podcasts go to **[www.geeksquad.co.uk/podcast](http://www.geeksquad.co.uk/podcast)**.



# TECH SUPPORT TERMS AND CONDITIONS

These Conditions apply to the Services we provide and by ordering the Services, you agree to be bound by the terms and conditions set out below. Before you order the Services, if you have any questions relating to these Conditions please contact our customer service representatives by calling us on 0800 049 3040 (please note that calls to this number are free from a BT landline. Call costs from mobiles and other networks may vary. All calls to our customer services representatives may be recorded for quality monitoring and training purposes). Alternatively, you can contact us via our website at [www.geekssquad.co.uk/contactus](http://www.geekssquad.co.uk/contactus).

The Services comply with appropriate UK legislation and are only available to UK residents.

When you order the Services via our Website, the Carphone Warehouse Website Conditions of Use apply in addition to these Conditions. Where there is conflict between the Carphone Warehouse Website Conditions of Use and these Conditions, these Conditions shall prevail.

In this document, unless the context otherwise requires, the following definitions shall apply:

**"Best Buy Group"** means Best Buy Europe Distributions Limited, together with its subsidiary companies and holding companies and any subsidiaries of such holding companies whether direct or indirect from time to time, including Best Buy Co. Inc. and its affiliates and subsidiary companies from time to time;

**"Conditions"** means these terms and conditions;

**"One-off Services"** means Services which you order on a one-off basis;

**"Personal Information"** means the personal details provided by you to us;

**"Services"** means the Technical Support Services (as defined in section D below) you order under the terms of these Conditions;

**"Subscription Services"** means Services to which you subscribe on an annual or on-going basis;

**"Us/our/we"** means The Carphone Warehouse Limited, a company registered in England and Wales under the number 02142673 with registered office located at 1 Portal Way, London W3 6RS;

**"Website"** means the website located at [www.geekssquad.co.uk](http://www.geekssquad.co.uk) or [www.carphonewarehouse.com](http://www.carphonewarehouse.com) or any subsequent URL which may replace it; and

**"You/Your"** means an authorised user of the Services.

## A. USE OF THE SERVICES

### 1. Provision of the Services

1.1 We shall provide the Service in accordance with these Conditions.

### 2. Rights and Obligations

2.1 You undertake:

2.1.1 to pay the amounts due for the Services in a timely manner;

2.1.2 that the Personal Information which you provide is true, accurate, current and complete in all respects;

2.1.3 to notify us immediately of any changes to the Personal Information either via our website at [www.geekssquad.co.uk/contactus](http://www.geekssquad.co.uk/contactus), or by calling us on 0800 049 3040; and

2.1.4 not to impersonate any other person or entity or to use a false name.

2.2 We reserve the right to modify the price or the content or withdraw, temporarily or permanently, some or all of the Services. We also reserve the right to change or add to these Conditions from time to time.

2.3 Unless you have placed an order for or subscribe to the

Services, we shall not be obliged to give you notice of any such modification or withdrawal.

2.4 One-off Services:

2.4.1 If you order a One-off Service you will be subject to the policies and Conditions in force at the time you order the Services, unless we are legally obliged to make changes to these Conditions that apply retrospectively. If this happens, these changes will apply to any orders we have not yet fulfilled when the changes took effect, even if your order was placed previously.

2.4.2 We shall not withdraw or modify to your substantial detriment any of the one-off Services for which we have accepted an order from you, other than where such modification or withdrawal is required as a result of events outside of our reasonable control.

2.5 Subscription Services:

2.5.1 If you subscribe to Subscription Services, we will give you reasonable prior notice of any withdrawal or modification of the Subscription Services or any changes to these Conditions. You can choose to cancel any unused portion of the Subscription Services without penalty before any such changes take effect.

2.5.2 Where you paid for the Subscription Services annually and wish to cancel, in accordance with clause 2.5.1 above, you will receive a prorated amount of the money you paid for the Subscription Services.

2.5.3 Where you paid for the Subscription Services monthly and wish to cancel, in accordance with clause 2.5.1 above, we will stop taking subsequent monthly payments.

2.5.4 Your continued subscription to the Subscription Services following such change taking effect shall be deemed to be your acceptance of such change.

2.6 We will do our best to provide the Services in a timely and efficient manner but please note that any estimated time frames for the completion of the Services are estimates only and delays may incur as a result of matters outside of our reasonable control.

## B. PURCHASE OF SERVICES

### 3. Orders

3.1 The Services are available only to individuals who we, in our absolute discretion, consider eligible. The eligibility criteria include, without limitation, those who are residents in the United Kingdom and individuals who are over 18 years old.

3.2 To order the Services, you must provide your name, phone number, address, payment details and other information, where requested by CPW.

3.3 Your order will be treated as an offer to purchase the Services. The contract will only be completed when we commence the provision of the Services or when we take payment from you (which includes the debiting of your payment method), whichever is the earlier.

3.4 You acknowledge that any automated acknowledgment given when you place an order shall not amount to our acceptance of your offer to purchase the Services.

3.5 We may, at our own discretion, limit, restrict or reject any order you place at any time prior to the contract having been completed. Where this happens, we will attempt to contact you using your Personal Information. We also reserve the right to limit or prohibit sales to dealers or to entities that we believe, in our sole discretion, are making use of the Services for profit.

### 4. Price and Payment

4.1 The price of the Services shall be our quoted price or, where

no price has been quoted [or a quoted price is no longer valid], the price of which we inform you prior to commencing the Services. All prices are inclusive of VAT at current rates.

- 4.2 You shall provide payment prior to us providing the Services unless otherwise agreed by us in writing.
- 4.3 If you fail to make any payment on the due date then, without prejudice to any other right or remedy we may have, we will be able to do one or more of the following:
  - 4.3.1 where you subscribe to Subscription Services, suspend the provision of the Services to you until payment has been received and, where you have failed to make payment despite reminders to do so, cancel this agreement; and/or
  - 4.3.2 where you have ordered One-off Services, cancel this agreement between you and us; and/or
  - 4.3.3 in any event, charge you interest (before and after any judgment) on the amount unpaid, at the rate of 2% above the Bank of England's base rate per calendar month, until payment is made in full (a part of the month being treated as a full month for the purpose of calculating interest).
- 4.4 You confirm that, where you pay by payment card or Direct Debit, the payment method that is being used is yours.
- 4.5 All payment methods other than cash are subject to validation checks and authorisation and we will not be liable for any delay or non-delivery caused by any such failed checks or authorisation.

## 5. Right of Cancellation

- 5.1 If you are a private consumer and you ordered the Services in-store, via telephone or online, you may cancel your order at any time within 7 working days from the day after placing your order without incurring any liability to us, however, you may not cancel the Services once we have started to provide any part of the Services to you with your agreement.
- 5.2 If you cancel your contract in this manner, we will refund any monies you have paid to us within 30 days of your cancellation.
- 5.3 By subscribing to the Subscription Services you enter into a 3-month minimum term contract, after which your contract continues on a month-by-month basis or for 9 months, depending on the type of your subscription, until terminated at any time by either you or us in accordance with the terms of these Conditions.
- 5.4 Where you terminate the Subscription Services, in accordance with clause 5.3 above, and you paid for the Subscription Services annually, you shall receive a prorated refund of the amount of money you paid for the Subscription Services.
- 5.5 Where you terminate the Subscription Services, in accordance with clause 5.3 above, and you paid for the Subscription Services monthly, we will cease taking subsequent monthly payments.
- 5.6 Without prejudice to our rights in clause 2 above or to any other rights we have under the terms of these Conditions, we reserve the right to terminate the provision of the Services to you at any time by giving you no less than 30 days' notice of such termination.

## 6. Your Personal Information

- 6.1 We need to collect certain Personal Information to provide you with the Services. This Personal Information will form part of a record of your dealings with us.
- 6.2 When you contact us, we may ask for certain Personal Information to be able to check your identity and we may make a note of this contact if it is relevant to your record. We will keep Personal Information given to us by you or others during your relationship with us and other companies in Best Buy Group. This includes details you give us on order forms or during communications with you.
- 6.3 You agree that we may use and update this centrally held information:

- 6.3.1 to provide you with other services;
- 6.3.2 to recover debts;
- 6.3.3 to prevent and detect fraud;
- 6.3.4 to update our records about you;
- 6.3.5 to prevent money laundering; and
- 6.3.6 to check your identity.
- 6.4 We may use your Personal Information for research and statistical analysis to develop and improve our products and services. When assessing an application, we may use automated decision-making systems.
- 6.5 Your Personal Information is confidential and, although we may freely disclose it to other companies within the Best Buy Group, we will only disclose it outside the Best Buy Group when:
  - 6.5.1 you give us your consent;
  - 6.5.2 it is needed by certain reputable third parties involved in running accounts and/or providing services for us (for example, credit reference agencies who do credit checks for us or companies that we use in the provision of the Services);
  - 6.5.3 it is needed in order to obtain professional advice;
  - 6.5.4 it is needed to investigate or prevent crime (e.g. to fraud prevention agencies);
  - 6.5.5 the law permits or requires it, or any regulatory or governmental body requires it, even without your consent; or
  - 6.5.6 there is a duty to the public to reveal the Personal Information.
- 6.6 We may administer your account and provide services from countries outside Europe that may not have the same data protection laws as the UK. However, we will have contracts or other legal mechanisms in place to ensure your Personal Information is adequately protected, and we remain bound by our obligations under the Data Protection Act 1998 even when your Personal Information is processed outside the European Economic Area (EEA).
- 6.7 We may monitor, record, store and use any telephone, email or other electronic communications with you for training purposes, to check any instructions given to us and to improve the quality of our customer service.
- 6.8 Where we process sensitive personal data about you, we will employ appropriate security measures.
- 6.9 If you would like us to tell you what information we hold about you, please write to: The Data Protection Office, The Carphone Warehouse Limited, PO Box 375, Southampton, SO30 2PU. We may charge a £10.00 administration fee – please quote your full name and address on each request.
- 6.10 You have the opportunity to let us know whether or not you wish to be contacted by post, e-mail, phone, SMS or MMS from time to time occasionally about products and services which the Best Buy Group and carefully selected third parties believe may be of interest to you.
- 6.11 You can make changes to your marketing preferences and/or correct or update any inaccurate or incomplete information at any time by calling us on 0800 049 3040 or alternatively, you can contact us in writing via our website at [www.geeksquad.co.uk/contactus](http://www.geeksquad.co.uk/contactus). When you do this, it may take up to 28 days for such changes to take effect.
- 6.12 If you give us information about another person, you confirm they have given you permission to provide it to us and for us to be able to process their personal information. You must also confirm that you have told them who we are and the basis on which we will use their information.

## C. GENERAL

### 7. Notices

- 7.1 You may send us notices under or in connection with these Conditions:
  - 7.1.1 by post to The Carphone Warehouse Limited, PO Box 358, Southampton SO30 2PJ; or

- 7.1.2 via the internet at [www.geeksquad.co.uk/contactus](http://www.geeksquad.co.uk/contactus).
- 7.2 Proof of sending does not guarantee our receipt of your notice. You must ensure that you have received an acknowledgement from us which should be retained by you.

## 8. Limitation of Liability

- 8.1 The Services are provided on a commercially reasonable basis. Although we will provide the Services with reasonable skill and care, we make no warranty that the Services will meet your exact requirements or that all the features of the Services will always be available.
- 8.2 We shall not be liable where we are unable (using reasonable effort) to provide the Services as a result of any event outside our reasonable control.
- 8.3 Our liability shall not in any event include losses related to any business of a customer such as lost data, lost profits or business interruption.
- 8.4 We will not be liable for any loss or damage caused by us in circumstances where:
- 8.4.1 there is no breach of a legal duty of care owed to you by us; and/or
- 8.4.2 such loss or damage is not reasonably foreseeable.
- 8.5 We will not be liable for any loss or damage caused wholly or mainly by your breach of these Conditions.
- 8.6 Nothing in these Conditions shall:
- 8.6.1 exclude or limit our liability for death or personal injury resulting from our acts or omissions or those of our servants, agents or employees; or
- 8.6.2 limit your rights as a consumer under applicable UK law.
- 8.7 Each provision of this clause 8 operates separately. If any part is disallowed, or is not effective, the other parts will continue to apply and they continue to apply even after these Conditions have been terminated or cancelled.

## 9. Events Beyond the Parties Reasonable Control

- 9.1 If either of us cannot do what we have promised because of something beyond our reasonable control such as lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial disputes, acts or omissions of persons for whom we are not responsible, or acts of local or central government or other competent authorities, such party will not be liable for this.

## 10. Third Parties

- 10.1 Nobody but you and us can benefit from this Agreement under the Contracts (Rights of Third Parties) Act 1999.

## 11. Assignment

- 11.1 You may not but we may, assign, charge or otherwise dispose of our rights under this agreement. Any attempt by you to do so shall be void.

## 12. Handling Complaints

- 12.1 If you ever wish to complain about the Services, we will endeavour to handle such complaints fairly, efficiently and confidentially. You can complain in the following way:
- 12.1.1 by calling 0800 049 3040 (Calls to this number are free from a BT landline. Call costs from mobiles and other networks may vary. All calls to our Customer Services Representatives may be recorded for quality monitoring and training purposes.);
- 12.1.2 in writing addressed to: Geek Squad, PO Box 358, Southampton SO30 2PJ;
- 12.1.3 online, where more details of our complaints process are provided, by visiting [www.geeksquad.co.uk/contactus](http://www.geeksquad.co.uk/contactus); or

- 12.1.4 in a store by visiting your nearest store. Details of your nearest store are available online at [www.carphonewarehouse.com](http://www.carphonewarehouse.com).
- 12.2 If you are not happy with the way that we deal with any disagreement and you want to take court proceedings, you must do so within the United Kingdom.

## 13. Call Monitoring

- 13.1 Monitoring or recording of your calls may take place for our business purposes, such as quality control and training, to prevent unauthorised use of our telecommunications systems and to ensure effective systems operation and in order to prevent or detect crime.

The following additional terms apply to the Services that you have ordered:

## D. TECHNICAL SUPPORT SERVICES

The terms listed below shall have the following meaning:

“Agent” means one of our Geek Squad Agent technicians;

“Data” means software, data, documents, information and/or other files;

“Deposit” means the sum of money you may be required to provide us prior to taking receipt of any Loan USB Modem to which you may be entitled under the terms of your chosen Technical Support Service;

“E-mail Support Service” means the service that you can access via e-mail in order for one of our Agents to diagnose and resolve any problems covered by the Technical Support Services package to which you subscribe/order;

“Equipment” means, depending on the Technical Support Services package to which you subscribe/order, your smartphone, tablet and/or your Home Devices;

“Excluded Service” means one of the chargeable services we may offer from time to time that are not included as part of the Support Subscription Services packages;

“Home Devices” means all your household devices that are capable of connecting to your Equipment, your desktop/laptop computer and your household audio/visual equipment, including games consoles;

“Home Support Service” means the Excluded Service whereby one of our Agents visits your home in order to perform the One-off Service ordered by you in relation to your Equipment;

“Internet Security Suite” means a security suite for use with one laptop or desktop computer, which may include features such as anti-virus and spyware protection software;

“In-store Support Service” means service whereby you bring your Equipment into one of our selected stores during our business hours, in order for one of our Agents to diagnose and resolve any problems covered by the Technical Support Services package to which you subscribe/order;

“Loan Period” means forty-five (45) days starting from the date on which you take receipt of the Loan USB Modem;

“Loan USB Modem” means the USB modem which may be provided to you, depending on the Support Subscription Services package to which you subscribe, in the event that your internet connection ceases to work;

“Mobile Security Suite” means a security suite for use with your smartphone or tablet, which may include features such as mobile security software, remote locate and remote block and wipe features;

“One-off Support Services” means the Telephone Support Service, the In-store Support Service, the Home Support Service or Excluded Service, which you order on a one-off basis;

“Remote Access Support” means where one of our Agents may, if necessary, remotely access your Remotely Accessible Device in

order to determine a problem and either fix it or provide advice on what options are available to fix it;

**“Remotely Accessible Device”** means, depending on the Technical Support Services package to which you subscribe/order, your Equipment or Home Device, where it is a smartphone, tablet or desktop/laptop computer;

**“Support Subscription Services”** means any of the technical support packages to which you subscribe to on an on-going basis, in exchange for a set monthly fee, which includes but may not be limited to the Telephone Support Service, the E-mail Support Service and the In-store Support Service;

**“Technical Support Services”** means a One-off Support Service or one of the Support Subscription Services;

**“Telephone Support Service”** means the service that you can access 24/7 via your telephone in order for one of our Agents to diagnose and resolve any problems covered by the Technical Support Services package to which you subscribe;

**“Tutorial”** means a thirty (30) minute one-to-one tutorial with one of our Agents, either in a store with an on-site Agent or over the telephone; and

**“Virus Removal (Advance Diagnostic and Repair)”** means the removal of infectious software from your Equipment, where applicable.

The Services provided to you under these Conditions depends on the type of Technical Support Service(s) which you have ordered.

#### 14. General

- 14.1 You agree to follow our agent’s reasonable instructions including any security instructions. This may include advice on installing any security software, instructions on how to handle your Equipment, the manner and frequency by which you switch it on and off and general instructions for use.
- 14.2 Our Technical Support Services are only available to consumers who require technical support for domestic use. We will not supply either of our Services for business-related purposes.
- 14.3 Various Technical Support Services may be available depending on the Equipment in relation to which you use the Technical Support Services and not all Technical Support Services are available in relation to all types of Equipment.

#### 15. Where Your Equipment Contains Software and/or Data

- 15.1 You must have valid software licences for your operating system and applications. Where applicable, you must also supply details of the relevant licence keys if we ask you for them.
- 15.2 You agree that, prior to us performing any aspect of the Technical Support Services under these Conditions, it is solely your entire responsibility to protect your Equipment and to back-up all Data stored on your Equipment and any and all disks and drives you may have.

#### 16. Our Responsibility to You

- 16.1 We will provide the Technical Support Services to the best of our abilities. We may not be able to advise on all issues or to repair or solve all problems that you ask us to but, to the extent that we cannot advise on an issue or solve a problem that we agreed was specifically included in the scope of any specific Technical Support Service that you have ordered, we will refund any applicable fee paid by you to us. Please note that this does not apply to the Support Subscription Service, which is not provided in relation to any specific issue or problem but as a general, on-going support service. Separately, we may not be able to fulfil any requests that fall outside the agreed scope of our Technical Support Service, in which case no refund will be payable.
- 16.2 We will not be responsible to you:
- 16.2.1 for any inherent failures in or caused by any third party products, applications and/or operating systems unless such products, applications or operating systems are supplied by us;

- 16.2.2 for the repair or replacement of any of your Equipment that is found to be faulty (as reasonably diagnosed by us during the provision of our Technical Support Service to you) unless it was specifically agreed in writing that such repairs services would form part of the Technical Support Service provided to you; and
- 16.2.3 for any damage caused by your failure to follow our reasonable advice, recommendations or instructions.

#### 17. Limitation of Liability

- 17.1 We shall not be liable to you for:
  - 17.1.1 any loss or corruption of data; or
  - 17.1.2 any losses you may suffer arising from your use of (or failure to use) any anti-virus software.

#### 18. Specific Provisions Regarding Cancellation of the Technical Support Services

- 18.1 Remote Access Support (other than as provided through the Support Subscription Services) and In-Store Support Services are provided instantaneously and for this reason, there are no cancellation rights in respect of those Technical Support Services.
- 18.2 You can cancel the Support Subscription Services at any time but unless your cancellation is made in accordance with your rights under clauses 2.5.1 and 5 above, you remain liable for the fees due for your first 3 months’ subscription to the Support Subscription Services and, further, we cannot refund any part of any fees which you may already have paid in advance for your Support Subscription Service.
- 18.3 For Home Support Services:
  - 18.3.1 If you have ordered the Home Support Service over the telephone or online, you may cancel or re-schedule a Home Support Service appointment at any time up to 24 hours before the appointment time without charge, whereas if you have ordered the Home Support Service in-store, you must notify us of any such cancellation at least 24 hours in advance.
  - 18.3.2 If you miss your appointment without notifying us, or if you wish to cancel or re-schedule with less notice than as prescribed in clause 18.3.1 above, we may charge you a cancellation or re-scheduling fee.

#### 19. Remote Access Support

- 19.1 Where you wish to avail yourself of Remote Access Support, you agree that our agents are entitled to access your Equipment remotely to provide you with the Technical Support Services. Remote Access Support is only available in relation to a Remotely Accessible Device. Remote Access Support will be used only where we deem it suitable for your specific Remotely Accessible Device issue.
- 19.2 Where we deem that Remote Access Support is suitable for your specific Remotely Accessible Device issue, you agree that an Agent is entitled to access your Remotely Accessible Device remotely to provide you with the Remote Access Support.
- 19.3 To use Remote Access Support and for us to access your Remotely Accessible Device, all the component parts of your Remotely Accessible Device must be fully working and fully assembled. Furthermore, your Remotely Accessible Device must have access and a sustained connection to landline broadband internet, in order to avail yourself of the Remote Access Support. Remote Access Support is not available over a mobile modem or other mobile internet connection.

## 20. Scope of the One-off Services

- 20.1 The scope of the One-off Services and the applicable fees will be agreed at the time you place your order for the applicable One-off Service with us.
- 20.2 Unless otherwise agreed in writing, we are only able to provide you with the type of One-off Service that you ordered and only in relation to the specified Equipment, unless otherwise agreed in writing.
- 20.3 When you take any of our One-off Services, we will use reasonable skill and care when attempting to diagnose and fix the particular technical problem you are experiencing. We will not charge you if we can't fix the specific problem in relation to which you booked the One-off Service, provided you have complied with these Conditions. Otherwise, a cancellation charge may apply.
- 20.4 If a problem we have fixed occurs again within 30 days as a direct result of the same cause(s) we identified when we fixed it the first time, provided you have fully complied with these Conditions, we will:
- 20.4.1 attempt to fix the problem again at no extra charge; and
- 20.4.2 if we cannot then fix the problem again, we will refund you the Fees you paid for the applicable One-off Service.
- 20.5 For any repairs necessitated by a virus or spyware, each of the above service warranties is only valid if you have up-to-date anti-virus and anti-spyware protection installed or updated during the repair or immediately thereafter.
- 20.6 This service warranty excludes any problems caused by defective hardware or other products.

## 21. Additional terms relating to the Home Support Service

- 21.1 Our Home Support Service is an Excluded Service and is currently only available to customers in selected post-codes by pre-booked appointment. For details of the applicable post-codes and our schedule of fees, please see [www.geekssquad.co.uk](http://www.geekssquad.co.uk) or call us on 0800 049 3040.
- 21.2 From time to time, we may agree to provide our Home Support Service to customers in post-codes outside our standard service area. If we agree to do this, you may be required to pay an additional fee, which we will tell you when you make your appointment for an Agent to visit your home.
- 21.3 Appointments are subject to availability. We will advise you of current availability when you ring to make an appointment. Please see [www.geekssquad.co.uk](http://www.geekssquad.co.uk) or call us on 0800 049 3040 for further details.
- 21.4 A person of at least 18 years of age must be present the entire time that our technician is providing the Home Support Service. If the technician arrives at your home to provide our Home Support Service and no adult is present, service may be denied and a cancellation fee (as specified in our schedule of prices available at [www.geekssquad.co.uk](http://www.geekssquad.co.uk)) may be charged.
- 21.5 You must provide the technician with full access to the Equipment to be serviced and such access as is necessary to your premises. You agree to give your consent for the technician to do this and also agree to co-operate fully and provide the technician with a safe working environment, working space and electrical power. If the technician arrives at your premises and reasonably determines that you are unwilling or unable to provide the access, co-operation or safe working environment as described above, then service may be denied.
- 21.6 If you are unable to comply with any of the above requirements, we may be unable to or will be entitled to decline our service to you. We may also charge you a cancellation fee as specified in our schedule of fees and prices at [www.geekssquad.co.uk](http://www.geekssquad.co.uk).
- 21.7 Our technician will use reasonable endeavours to keep any appointment you make with us for our Home Support Service, but we cannot guarantee that the technician will

arrive on time in each case. If a technician is delayed, he or she will try to contact you a reasonable time in advance to let you know of any expected delay. From time to time, factors outside our control may also require that we re-schedule an appointment. If this happens, you can either agree a rescheduled appointment or you can cancel the Home Support Service, in which case you shall receive a full refund of any fees you may have paid in relation to that Home Support Service.

## 22. Support Subscription Service

- 22.1 The Support Subscription Services are subject to fair usage. We may cease or suspend your use of the Support Subscription Services if we have reason to believe that you are using it over and above what is reasonable for this type of service.
- 22.2 Virus Removal
- 22.2.1 Depending on the Support Subscription Services package to which you subscribe, you may be eligible for one single instance of Virus Removal (Advanced Diagnostic and Repair) per year in any 12-month period of your subscription. This remains subject to you having installed up-to-date anti-virus software. You are not able to avail yourself of the Virus Removal (Advanced Diagnostic and Repair) service in the first 30 days of your subscription to the Support Subscription Services.
- 22.2.2 Use of the Virus Removal (Advanced Diagnostic Repair) service requires your Equipment to be linked to a fully working, stable and reliable landline broadband internet. Please note that the Virus Removal (Advanced Diagnostic and Repair) service cannot be completed over a mobile modem.
- 22.2.3 In carrying out Virus Removal (Advanced Diagnostic and Repair) procedure, we may be required to completely delete all Data stored on your Equipment. Therefore, we recommend that you back-up the Data stored on your Equipment before requesting Virus Removal (where possible).
- 22.2.4 We may cancel or suspend your use of the Support Subscription Service if we have reason to believe that you are failing to take reasonable care of your Equipment.
- 22.3 Loan USB Modem
- 22.3.1 Depending on the Support Subscription Services package to which you subscribe, you may have available to you a Loan USB Modem, no more than twice in any 12-month period. No such instance of loan shall exceed Loan Period.
- 22.3.2 The Loan USB Modem is only available to be collected directly from our stores.
- 22.3.3 The Loan USB Modem provides a 'pay-as-you-go' access service to the Internet, accessible through credit purchased in advance of your use of the Loan USB Modem. The Loan USB Modem shall be provided to you with a nominal amount of credit pre-loaded but you remain responsible for any credit top-ups required.
- 22.3.4 Any Deposit paid by you for the Loan USB Modem will be returned to you in full subject to the Loan USB Modem being returned to us on time and in the same condition as it was when given to you.
- 22.3.5 The type of Loan USB Modem that shall be provided to you is subject to variation and we do not guarantee that it will provide similar speeds or have similar features to your existing modem and/or internet connection.
- 22.3.6 We shall at all times remain the owners of the Loan USB Modem and you agree to return it to us in good condition and in full working order within 2 working days of the end of your Loan Period.
- 22.3.7 If you fail to return the Loan USB Modem or if you return it damaged, we shall be entitled to keep the Deposit. If the

Deposit does not cover the full retail value of the Loan USB Modem (or if damaged, the full repairs costs), we shall be entitled to deduct from your payment method the difference between the Deposit and the retail value/repairs costs (as applicable) of the Loan USB Modem, which shall never amount to more than £50.

22.3.8 If your agreement for the Support Subscription Services has been cancelled or terminated for any reason whilst you are in possession of a Loan USB Modem, you must return the Loan USB Modem with immediate effect, to be received by us no later than the earlier of (i) 5 days after the cancellation or termination of this agreement; or (ii) two working days after the expiry of the Loan Period.

#### 22.4 Tutorials

22.4.1 Depending on the Support Subscription Services package to which you subscribe, you may be able to undertake up to three (3) Tutorials in any 12-month period of your subscription. You may need to book an appointment.

#### 22.5 Excluded Services

22.5.1 Excluded Services for your Equipment will incur a charge.

22.5.2 If you subscribe to the Support Subscription Services you may be eligible for a percentage discount on the Excluded Services.

#### 22.6 Security Suite

22.6.1 Depending on your Equipment and the Support Subscription Services package to which you subscribe, you may be provided with access to the Internet Security Suite and/or the Mobile Security Suite provided by our third party partner(s) ("**Third Party**") subject to acceptance by you of the applicable Third Party's terms and conditions of service.

22.6.2 The Internet Security Suite and Mobile Security Suite are subject to fair usage. We and/or the applicable Third Party may cease or suspend your use of these services if we have reason to believe that you are using it over and above what is reasonable for these types of services.

22.6.3 The Mobile Security Suite is only available for use with a single compatible smartphone or tablet. Depending on the Support Subscription Services package to which you subscribe, you may need to give us the details of the smartphone or tablet that you wish to use the Mobile Security Suite with. Your use of the Mobile Security Suite is dependent on the smartphone or tablet itself, its operating system and a mobile internet connection.

22.6.4 If these Conditions are cancelled or terminated for any reason, all your rights to use the Internet Security Suite and/or Mobile Security Suite (as the case may be) will cease from the date of that termination or cancellation.

22.6.5 You may cancel your Internet Security Suite and/or Mobile Security Suite agreement with the Third Party within seven (7) working days of the day after accepting the relevant terms and conditions and prior to first using such services. However, as these services are provided at no extra cost, you will not be entitled to any refund if you cancel in this manner.

## ESSENTIAL REQUIREMENTS FOR THE BEST SUPPORT


So we can help you maintain the security of your computer with the Internet Security Suite and fully deliver Remote Access Support (where applicable), you will need:

- Windows XP/Apple Mac OS 10.4.6 (or a more recent version);
- a processor speed of 1.2Ghz or above, 256MB RAM and 2GB available hard drive space;
- an ethernet or wireless port and a compatible modem, or where applicable, wireless router;
- your password(s) for your operating systems and/or your internet service provider;
- your operating system disc and key code; and
- your computer and connected devices, including connected and operational broadband modem.

If you need any assistance obtaining this information just call one of our Agents on 0800 049 3040



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we'll help you in store, online or over the phone.  
Agent King***



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tech question in our online clinic.  
Agent Hextall**

# COMING TO THE TECH RESCUE



No mission is impossible. From installing software to sharing photos, we offer all the Tech Support you need. As your friendly Agents, we've got jargon-free advice and useful tips to fix all your technical difficulties.

## FIND GEEK SQUAD IN STORE, BY PHONE OR ONLINE

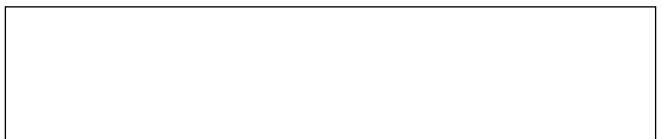
Our identity's not a secret. You can find Geek Squad Agents in selected Carphone Warehouse stores – just visit [www.geeksquad.co.uk/storelocator](http://www.geeksquad.co.uk/storelocator) to find your nearest one.

For round the clock Tech Support you can ring our free UK helpline on **0800 049 3040\*** or **01708 609 125** if calling from a mobile or abroad.

And don't forget, you can also reach us online at [www.geeksquad.co.uk](http://www.geeksquad.co.uk).



Protect and Support partner of  
**Carphone Warehouse**



Geek Squad service plans are introduced and administered by The Carphone Warehouse Limited (CPW) registered in England and Wales, registration No. 2142673, registered office: 1 Portal Way, London W3 6RS. Technical support provided by Geek Squad is a trading name of CPW. \*Calls to this number are free when made from a BT Landline. Prices of calls made via other networks may vary and calls from mobiles may cost significantly more. Calls may be recorded and/or monitored. Prices of calls to either number will incur roaming charges if calling from abroad. Check with your operator for details.