

Geek Squad
Tech Support

ALL THE TECH KNOW-HOW YOU NEED IN ONE PLACE



Tech support partner of
The Carphone Warehouse

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ESSENTIAL REQUIREMENTS FOR THE BEST SUPPORT

For your computer system

So we can help you maintain the security of your computer with Anti-Virus/Spyware protection* and fully deliver Remote Assistance, 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.

For 24 hour Remote Support Service*

As long as you're connected to the Internet we can remotely link to your computer to deliver help and support. To enable us to help you, we may need:

- Your password(s) for your Operating Systems and/or your Internet Service Provider
- Your Operating System Disc and Key Code
- Your computer and connected devices, including connected and operational broadband modem.

WELCOME TO GEEK SQUAD HOW CAN WE HELP?

With technology moving so fast it's hard to know everything about every new product on the market. We all come across things we can't do or don't have the time to work out. That's why The Carphone Warehouse would like to introduce you to their tech support partner, Geek Squad.

As Geek Squad Agents, technology is our thing and we make it our business to keep up to date with all the latest developments – so you don't have to.

Technology is now an essential part of everything we do in everyday life – from the time we wake up until the time we go to bed. So it's more important than ever to know that your products are working the best they can and should they develop a fault – there's someone there to help.

With Tech Support Membership, Geek Squad Agents are there from the time you purchase a new piece of kit to help you get the most out of it. We'll get you started, give you ongoing support and do what we can to fix it if something goes wrong. Support, security and convenience are just a call or click away.



Call **0800 049 3040** or **01708 609 125**.

TECHNOLOGY SUPPORT HELPING YOU EVERY STEP OF THE WAY

As Geek Squad Agents we can help you get more from your devices or sort out your technical problems. With our Geek Squad Tech Support Membership, we're with you every step of the way.



STARTING

When you get a new product, such as a computer, mobile phone or TV, the last thing you want to do is spend hours setting it up – that's why as a Tech Support Member we can help you set up your new device. You can be up and running from the moment you take it out of the box and can enjoy it straight away. No hassle.

We'll set it up to suit your needs, so you can enjoy it to the full. We can download and install internet security software to your computer and set up parental controls should you need them. We can also help install and configure your printer, scanner and other peripherals.

And if you need help getting started with your new mobile phone, we can take you through its features, help you transfer your contacts, show you how to take photos, edit videos and download them to your computer – so you're set to go.

Call **0800 049 3040** or **01708 609 125**.

SUPPORTING

Our help doesn't stop once you get started. Membership gives you access to round-the-clock support and advice, so you can get the most from your technology. We can show you how to sync your camera to your computer, upload photos onto Flickr® so you can share them with friends and family and download Twitter to your Smartphone. In fact any technology question you have, we're sure to have the answer.

FIXING

No matter how good technology is, it can sometimes go wrong. In order to ensure you're not without it for too long, Geek Squad Agents are there when glitches occur and do what they can to stop it from happening in the first place.

We'll scan for viruses, update old software and restore any devices that aren't working properly. In fact, whatever it is that's wrong, we'll do our utmost to fix it.

Call **0800 049 3040** or **01708 609 125**.



MEMBERSHIP BENEFITS

SEE HOW THEY ADD UP

Tech Support Membership offers you technology support for a huge number of devices, including computers, mobile phones, digital cameras, Blu-rays, games consoles, mp3/4 players, printers, webcams and TVs – in fact, just about any piece of technology you can think of. And **£6.99 a month or £79.99 a year** covers not just one piece of equipment but all of it, so your whole household is covered by your Membership.

As a Tech Support Member you can enjoy:

- 24/7 Telephone Support for all your home technology
- Unlimited Secure Backup
- 24/7 Remote Support Service
- Internet Security
- Exclusive Discounts on other great services.

So what do these great Membership benefits mean to you?

✓ 24/7 TELEPHONE SUPPORT

Geek Squad Agents are at the end of the phone all day, every day – on-hand to help you with all your technology needs. So if your screen freezes on your mp3 player or an unexpected virus attacks your computer, we'll be there.

✓ UNLIMITED BACKUP*

Tech Support Members can enjoy unlimited secure backup through My Hub. You can upload your precious photos, your favourite music and essential contacts, so even if your mobile, computer, mp3 player or camera is lost or stolen, your treasured information isn't. And once it's backed up on My Hub, you can access it, securely and safely at any time.



*Fair use policy applies. Please see Technical Support Terms and Conditions.

✓ 24/7 REMOTE SUPPORT SERVICE

When your computer or Smartphone is playing up we can remotely connect to them over the internet. That way we can provide you with technical support on the spot – like helping you install software, or carrying out a general health check to make sure they're working the best they can.

✓ INTERNET SECURITY

As a Tech Support Member, you get free access to internet security software to help keep your computer safe from viruses and malicious software like Spyware. Spyware allows other people to access your computer and your private information and destroy important files – with Geek Squad Support that needn't be a problem.

✓ EXCLUSIVE DISCOUNTS

There are a number of exclusive discounts on a whole range of useful services that you can enjoy as a Tech Support Member, including our home visits.

The benefits of Tech Support Membership soon add up. If for example, the screen freezes on your kid's mp3 player, you can't connect to the internet from your mobile or your computer gets a virus – then **£6.99 a month or £79.99 a year is a small price to pay.**

Call **0800 049 3040** or **01708 609 125**.



TECH SUPPORT SERVICES MENU

We have a whole range of useful services that you could take advantage of as a Tech Support Member. So take a look at the tables below and see how the benefits of Geek Squad Tech Support Membership[†] at only **£6.99 a month** or **£79.99 a year** add up.

STARTING IT	MEMBER	NON-MEMBER
Computer set-up and customisation - Create usernames and passwords - Optimise your computer - Get your computer working how you want it	✓	From £29.99
Mobile set-up and sync	✓	From £14.99
Home networking – basic - Set up of your wireless network and connect one wireless device to it	From £63.99	From £79.99
Home networking – advanced - Set up of your wireless network and connect three wireless devices to it	From £79.99	From £99.99
Parental control set-up - Help to block unsuitable adult content - Limit the time kids can spend on the internet	✓	From £29.99

SUPPORTING IT	MEMBER	NON-MEMBER
Software installation	✓	From £19.99
Hardware installation	✓	From £29.99
Assisted data backup or transfer	✓	From £19.99
Health check and optimisation - Delete unwanted files that slow things down - Download operating system updates - Check for computer viruses causing problems	✓	From £29.99
Operating System installation	✓	From £39.99

Call **0800 049 3040** or **01708 609 125**.

FIXING IT	MEMBER	NON-MEMBER
Data cleanse - Wipe your hard drive safely and securely - Delete all of your personal information fast	✓	From £29.99
Data recovery	✓	From £79.99
Factory restore - Take your computer back to its original state - Help to backup then restore files and data	✓	From £39.99
Troubleshooting - Help with your computing, mobile and electrical equipment	✓	From £14.99
Virus removal*	✓	From £69.99

BONUS EXTRAS FOR TECH SUPPORT MEMBERS	MEMBER
24/7 telephone support - Telephone and remote fix when you need it	✓
Free Anti-Virus and Spyware protection	✓
Loan USB Modem - If you lose your broadband connection, we'll loan you a USB Modem with £10 credit on it	✓
20% off home visits - If you require a Geek Squad Agent to visit your home, we will offer you a 20% discount	✓
Unlimited backup** - Keep your music, photos and contacts safely backed up in case your computer or mobile phone is lost or stolen	✓

[†]Terms and Conditions apply. ^{*}The virus removal service applies to one removal per year and is subject to you having installed up to date Anti-Virus software. See terms and conditions. Excludes pre-existing viruses. ^{**}Fair use policy applies.

Call **0800 049 3040** or **01708 609 125**.



TECHNICAL 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 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.geeksqad.co.uk/contact.

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 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.

"Best Buy Group" means Best Buy Europe Distributions Limited, together with its subsidiary companies (including but not limited to The Carphone Warehouse Limited) 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;

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

"Services" means the services you order under the terms of these Conditions;

"Subscription Services" means Services to which you subscribe on an ongoing basis, for example technical support Services;

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

"Website" means either one of the websites located at www.geeksqad.co.uk or www.carphonewarehouse.com or any subsequent URL which may replace either such website; 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; and
 - 2.1.3. to notify us immediately of any changes to the Personal Information either via our website at www.geeksqad.co.uk/contact, 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 Services, we shall not be obliged to give you notice of any such modification or withdrawal.

2.4. Non-Subscription:

- 2.4.1. 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 prior notice of any withdrawal or modification of the Subscription Services or any changes to these Conditions. Where these changes are to your substantial detriment, you can choose to cancel any unused portion of the Subscription Services without penalty before any such changes take effect. 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 whose applications are acceptable to us, 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 requested information.
- 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 your payment method), whichever is the earlier.
- 3.4. You acknowledge that any automated acknowledgement 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 non-Subscription 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% 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 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. 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 include:
 - 6.2.1. details you give us on order forms or during communications with you; and
 - 6.2.2. details we receive from credit reference and fraud detection agencies.
- 6.3. You agree that we may use and update this centrally held information:
 - 6.3.1. for credit and credit related services and to manage your accounts;
 - 6.3.2. to provide you with other services;
 - 6.3.3. to recover debts;
 - 6.3.4. to prevent and detect fraud;

- 6.3.5. to update our records about you;
- 6.3.6. to prevent money laundering; and
- 6.3.7. to check your identity.

- 6.4. You agree that, when applicable in relation to the Services ordered, we may use your Personal Information to make a credit check on you before we provide you with the Services. These searches will be recorded by the credit reference agencies. We may disclose information about how you run your accounts to credit reference and fraud prevention agencies. We and other organisations may also use credit reference agency and fraud prevention agency records that we receive about you, and people financially linked to you to help make decisions about you and them.

- 6.5. 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.

- 6.6. 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:

- 6.6.1. you give us your consent;
- 6.6.2. 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);
- 6.6.3. it is needed in order to obtain professional advice;
- 6.6.4. it is needed to investigate or prevent crime (e.g. to fraud prevention agencies);
- 6.6.5. the law permits or requires it, or any regulatory or governmental body requires it, even without your consent; or
- 6.6.6. there is a duty to the public to reveal the Personal Information.

- 6.7. 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 even when your Personal Information is processed outside Europe.

- 6.8. 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.

- 6.9. Where we process sensitive personal data about you, we will employ appropriate security measures.

- 6.10. 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 358, Southampton SO30 2PJ. We may charge a £10.00 administration fee – please quote your full name and address on each request.

- 6.11. You will have the opportunity to consent to us contacting you by 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.

6.12. 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.geekssquad.co.uk/contact. When you do this, it may take up to 28 days for such changes to take effect.

6.13. 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.geekssquad.co.uk/contact

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 they 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 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 this agreement has 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 its 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 are free when you're calling from a BT landline. Call costs from mobiles and other networks may vary);

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.geekssquad.co.uk/contact; or

12.1.4. in a store by visiting your nearest store. Details of your nearest store are available online at www.carphonewarehouse.com/store-locator

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

In relation to the Technical Support Services only, the terms listed below shall have the following meaning:

"Deposit" means the sum of money with which 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;

"Equipment" shall mean the equipment in relation to which a Technical Support Service is being ordered;

"Home Support Service" means the Technical Support Service whereby one of our agents visits your home in order to perform the Technical Support Service(s) ordered by you in relation to your Equipment;

"Instore Support Service" means the Technical Support Service whereby you bring your Equipment into one of our stores in order for one of our agents to diagnose any resolve problems;

"Loan Period" means the maximum time period of during which you shall be entitled to keep the Loan USB Modem (subject to the terms of these Conditions) starting from the date on which you take receipt of the Loan USB Modem;

"Loan USB Modem" means the USB modem which is provided to subscribers to the Support Subscription Service in the event that their internet connection ceases to work;

"One-Off Services" mean the One-Off Telephone Support Service, the Instore Support Service and the Home Support Service;

"One-Off Telephone Support Service" means the Technical Support Service that you can access via your telephone and for which you pay a One-Off fee in advance. For computers only, the One-Off Telephone Support Service may include the Remote Support Service, subject to your computer being linked to a fully working internet connection;

"Remote Support Service" means the Technical Support Service as part of which one of our agents can, if necessary, remotely access your computer in order to determine the problem and either repair it or provide advice on what options are available to fix it;

"Support Subscription Service" means any Technical Support Services to which you subscribe on an ongoing basis in exchange for a set monthly or annual fee and which, computers only, includes the Remote Support Service, subject to your computer being linked to a fully working internet connection; and

"Technical Support Services" mean the One-Off Technical Support Services and the Support Subscription Services.

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

(i) the One-Off Technical Support Services, being the Home Support Service, the One-Off Telephone Support Service and the Instore Support Service. These services are all provided on a One-Off basis for a set fee in relation to a specific problem with a given piece of Equipment; and

(ii) the Support Subscription Service, which provides ongoing access to Technical Support Services over the telephone, together with additional benefits such as access to a Loan Modem, anti-virus protection, online storage and spyware protection.

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.

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. Unless we have specifically agreed in writing to provide you with a software back-up service, you must back up any software and data stored on your Equipment. You agree that, prior to us performing the Technical Support Service, it is your entire responsibility to protect your Equipment and to back-up all data, software, information and other files that are stored on 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, ongoing 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. In addition to the provisions of clause 8 of these Conditions, we shall not be liable to you for:

17.1.1. any loss or corruption of data unless we have agreed in writing to provide you with a software back-up service; 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 Support Services (other than as provided through the Support Subscription Services) and Instore Support Services are provided instantaneously and for this reason, there are no cancellation rights in respect of those Technical Support Services.

18.2. Where you subscribe to the Support Subscription Service, you enter into a 3-month minimum term contract. You can still cancel 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 2 hours before the appointment time without charge, whereas if you have ordered the Home Support Service instore, 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. For computers only, unless you use our Home Support Service, the Technical Support Service includes Remote Access Support. 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.
- 19.2. To use Remote Access Support, all the component parts must be fully working and your computer must be fully assembled and your computer must be linked to a fully working, stable and reliable landline broadband connection with a bandwidth of 256 Kbits/Sec. Please note that the Remote Access Support service cannot be completed over a mobile modem.

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 of 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 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.geeksquad.co.uk/home 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 a technician 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.geeksquad.co.uk/home 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.geeksquad.co.uk/home) 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.geeksquad.co.uk/home. 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 Service is subject to fair usage. We may cease or suspend your use of the Support Subscription Service if we have reason to believe that you are using it over and above what is reasonable for this type of service.
- 22.2. Your subscription will only cover one single instance of "Virus Removal (Advanced Diagnostic and Repair)" per year, and this remains subject to you having installed up-to-date anti-virus software. Virus Removal includes (but is not limited to) instances such as virus and/or spyware removal and the handling of operating systems corruption. Further Advanced Diagnostic and Repair services may be made available to you at an extra cost.
- 22.3. Use of the Virus Removal service requires your computer to be linked to a fully working, stable and reliable landline broadband connection with a bandwidth of 256 Kbits/Sec. Please note that the Virus Removal service cannot be completed over a mobile modem.
- 22.4. 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.

23. The Loan USB Modem

- 23.1. The Loan USB Modem will be made available to you no more than twice in any 12-month period with each The Loan Period not exceeding 45 consecutive days.
- 23.2. The Loan USB Modem is only available to be collected directly from our stores.
- 23.3. 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.

- 23.4. 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.
- 23.5. 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.
- 23.6. 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.
- 23.7. If you fail to return the Loan USB Modem or if you return it damaged, we shall be entitled to keep your 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 paid and the retail value/repairs costs (as applicable) of the Loan USB Modem, which shall never amount to more than £50.
- 23.8. 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.

24. Online Backup and Security Suite

- 24.1. For the duration of your subscription to the Support Subscription Services, you will be entitled to avail yourself of our online backup service and our online security suite (covering services such as anti-virus and spyware protection) provided by our third party partners subject to acceptance by you of the applicable terms and conditions of service, which are located at www.geeksquad.co.uk/terms as amended from time to time.
- 24.2. The Support Services, backup services and security suite are all subject to fair usage. We and/or the applicable third party provider 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.
- 24.3. If this agreement has been cancelled or terminated for any reason, all rights to obtain these services at no additional charge will cease from the date of that termination or cancellation.
- 24.4. You may cancel your agreement with either one or both of our third party service providers within 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.

Visit www.geeksquad.co.uk

Have you heard? Our new website is full of handy hints, tips and all the latest technology news. And our Geek Squad Agents are on hand to keep it - and you - updated. It's all just a click away.

Or call us on **0800 049 3040***

If you're calling from a mobile phone or abroad, call 01708 609 125.



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