

Price Guide:

Same Day (Mon- Fri)	Next Day (Mon- Fri)	3-5 Working Day (Mon- Fri)	Saturday	Sunday	Bank Hol (Excluding Christmas)
9-6	9-6	9-6	9-5	10-4	10-4
£99.99	£59.99	£59.99	£59.99	£99.99	£99.99

*Same day installations are only available Monday-Friday and must be booked before 11am and next day installation by 4pm on the previous day. Installations are subject to stock availability.
** Calls cost 10p per minute from a BT landline

Home Computer Diagnostics Service

Home
service
from
£59.99

in-store
service
£29.99



www.novatech.co.uk

0871 222 1221



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Worry free Computing.



Worry free Computing.

Our Service Promise

We will arrange an appointment that is suitable for you, for one of our fully qualified installation engineers to come out to your home and diagnose any problems with your computer system, and start you on your journey of worry free computing

What our engineer will do:

- Make a 24 hour pre call to remind you of the appointment the following day.
- Call pre 9am on the morning of the appointment to agree a 2 hour time slot, and again 10 minutes before they arrive.
- Understand from the customer what the problem is that they have been experiencing
- Run a fully approved diagnostics test on one computer to ascertain problem(s)
- Fix diagnosed problem if possible (Excluding Hardware faults)
- Give customer written feedback as to issues discovered and provide solutions
- Describe end result if work is undertaken

What's not included

Repairs if the product cannot be fixed onsite in the time allocated

What do we need from you?

- A brief explanation of the problem
- There must be someone over 18 years old present during the installation

Booking a Diagnostic Service

- This will be arranged in store by one of our advisors who will take all of your details and provide you with printed confirmation of your appointment and goods purchased to be delivered on the day. You will pay for the service at point of purchase.
- AM/PM appointments are available for this service.

Installation Day:

- If the engineer is delayed they will call you to explain and give you the opportunity to reschedule or provide a new ETA.
- You will need to sign a form at the end of the installation to say you are satisfied with the work undertaken.

Contact Info & Cancellation Policy:

- Call us on 0871 222 1221** between 9am & 5pm should you have any further questions or wish to cancel or amend
- You must provide at least 24 hours notice if you wish to change or cancel your installation, to avoid a cancellation fee. Cancellation fee is 50% of the installation cost.

For full T's & C's see in store or www.novatech.co.uk/consumerservices