



Windows 7 upgrade to Windows 10

22.01.2020

Terms and Conditions:

1. The upgrade includes:
 - a. Review machine (specifications, age and condition) to confirm eligibility and cost effectiveness.
 - b. Establish current applications/programs installed.
 - c. Perform Windows 10 upgrade.
 - d. Test applications function correctly.
2. All work will be undertaken in our workshop and the customer will be responsible for dropping off and collecting their machines.
3. As the Windows 10 upgrade is an 'in place' installation (i.e. does not require a full re-installation), we will not undertake a prior data backup. Should the customer request a backup be performed, this will incur a fee for the additional time.
4. We cannot guarantee that legacy software currently installed will be compatible with Windows 10.
5. The customer is responsible for supplying any installation discs, license keys and account credentials relating to software, currently installed, where applicable.
6. Any license keys required will incur their respective costs.
7. Any additional hardware and/or software upgrades suggested and agreed to be undertaken, will incur fees for the additional time and/or parts.
8. Any additional agreed work not directly related to/a part of the Windows 10 upgrade, will be chargeable.
9. Additional Windows 10 instruction can be provided, however will incur an additional fee charged at our hourly rate.