



14 Foliage Crescent
Stockport
Cheshire
SK5 8AP
0161-612 2363

TIME BLOCK PLAN AGREEMENT
OFFERED TO:

| | |
|-------------|-----------|
| NAME: | |
| ADDRESS: | |
| | |
| | |
| | |
| | POSTCODE: |
| HOME PHONE: | |
| MOBILE: | |

TIME BLOCK PLAN CHOSEN (please tick):

5 hrs

10 hrs

15 hrs

20 hrs

25 hrs

| | |
|--------------------------------|--|
| EQUIPMENT LIST: | |
| (OPTIONAL) | |
| | |
| | |
| | |
| | |
| PREFERED PAYMENT METHOD: | (Please delete as necessary) CHEQUE / DEBIT OR CREDIT CARD / DIRECT DEBIT OR STANDING ORDER |

Terms & Conditions of Time Block Plan

1. This Agreement is between the client named on this Agreement (herein known as the 'Client') and Compufit, a mobile computer repair service based in Stockport.
2. Compufit agrees to provide a labour service to computer equipment or software support based at the Clients home. The Client understands that time will be debited in 15 minute increments from their Time Block Plan.
3. Compufit agrees to sell the Client a Time Block Plan for a set price payable over a period of 12 months. Each payment will be made at the end of each month.
Any work to be done will then be applied to the Time Block until the block is expired. At that time, the Client may agree to purchase another Time Block Plan.
'Time Block' services can be applied towards but not restricted to services involving Operating Systems, Networks, Software Support, Peripheral and Device Setups, Upgrades, Installation of Hardware and Software, Tutoring on Windows, Email Use and Optimisation. Time Block Plans cover labour only. No parts or outside labour may be applied towards the Time Block Plan. 'Parts' are defined as components such as but not restricted to the following items: CPU's, motherboards, CD/DVD drives, hard drives, memory, graphic and sound cards, network cards, keyboards, mouse, monitors, power supply's, Bluetooth, speakers, network devices, cables, hubs, routers, modems, switches, bridges and wireless devices.
'Outside Labour' is defined as any labour performed at or for the Client by a person or company at the request of Compufit or the Client, and is not a direct employee of Compufit. The Client will be fully informed if outside labour may be required beforehand and only with the Clients full consent.
4. Parts required for replacement will be provided and charged by Compufit with a 7% discount from their usual price and only with the Clients full consent. All parts purchased from Compufit will carry a manufacturer's warranty. Compufit will provide installation services for additional parts purchased by the Client from other sources, without warranty from Compufit on the part.
5. All payments are due upon receipt of the invoice from Compufit. Any overdue payments may result in an interest charge being applied to the overdue statement or loss of Agreement. If any loss of Agreement, the Client agrees to pay all unpaid hours at standard hourly rate of £35.
The Client will be invoiced on return of this signed Agreement and payment is due within 7 days or in person to the technician if a fault is immediately reported. The Client will then be invoiced on the 25th of every month with payment due within 7 days.
6. Hourly rates pricing applies to the hours of 8am until 9pm, 7 days a week. Activities before 8am and after 9pm will be billed at 1 ½ hours per hour worked. Christmas Day is the only day Compufit does not provide service throughout the year.
7. All time that is used for services will be applied toward the Time Block Plan. The time required to drive to the Clients home will NOT be applied to the Time Block. There are no extra charges for telephone or email support or advice. All work, when finished, will be recorded on a Compufit invoice and Time Sheet including any labour and parts if used. Summary reports are available on request.

8. Time charges will be applied until the Time Block is expired. The Client will receive notice before the Time Block expires. There is no time limit as to when a Time Block shall expire. The Time Block continues until all the time has expired. At that time, the Client may purchase another Time Block. If a task is not fully completed when the Time Block expires, Compufit will finish the task with no extra cost to the Client.
9. If for any reason the Client does not wish to continue the Time Block Plan Agreement before the full expiration of time, monthly payments can be halted with agreement with Compufit and with 14 days notice. The Client understands that if they have used more hours than they have already paid for in their Time Block Plan, then Compufit will invoice those hours at the current standard hourly rate of £35. The Client also understands that if they have paid for more hours than they have used, then the Client is not entitled to a refund under the terms of this Agreement.

The amount of £_____ will be paid for _____ hours of support. This amount equals £_____ per hour and £_____ per month.

For and on behalf of COMPUFIT

Client

Date

Date

Please send to: Compufit, 14 Foliage Crescent, Stockport SK5 8AP