



Applelabs
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TERMS AND CONDITIONS

Applelabs will determine the possibility of recovering data from your faulty, damaged or in-accessible media (Diagnosis) and retrieve and/or provide access to your recovered data (Data Recovery) under the conditions of service offered.

You will be advised of a Diagnosis fee for specified work . You will be notified in writing the cost of this Diagnostic Service for which prompt payment is needed prior to the start of this specified work.

Unless otherwise agreed in writing you will be charged a data recovery fee for the services of recovery of your data from the storage media you have provided.

Unless otherwise stated a separate charge will be made for the return media you have specified. Applelabs or its agents does not guarantee or pass on any warranty for this media.

In the event Applelabs undertakes to arrange a courier service you agree that liability is limited to the actual cost of the equipment or device/s storing your data only should this equipment or devices be lost or stolen. Applelabs are not responsible, in any event for the consequences of such loss, any value or perceived value of the equipment or information (data) stored on the equipment.

If you wish to ship, send or provide computer equipment or other associated equipment it is your sole responsibility to insure these goods separately against damage or loss.

Applelabs complies with the Data Protection Act and will to the best of its abilities keep all data retrieved from your media confidential.

You represent to Applelabs that you are in lawful possession of any data, media and/or equipment and that you have a lawful purpose to request the offered services.

You understand that the media/data/equipment you are making available is already damaged, that data recovery efforts can result in further damage, that your media and/or equipment warranties may become void and that Applelabs is not responsible for this or any other type of damage.

In making your recovered data available to you, you agree that you are satisfied with the services and that a fee is payable for these services.

Applelabs will retain a copy of your recovered data for a period of fourteen days . During this period Applelabs and/or its representatives will answer queries about the recovered data and, if required, provide further copies.

Applelabs engineers are not certified to work on Macs under warranty. Depending on the nature of the work Apple may consider your warranty to be invalidated.

You understand that Applelabs or its agents does not offer guarantees or warranties of any kind and that the extent of any liability to you is strictly limited to the fees you pay for the services.

Any consent required of either party will be effective if provided in a commercially reasonable manner, which includes without limitation facsimile (fax), in person, by telephone or email; if followed by written confirmation at the earliest possible opportunity.

You represent to Applelabs that this media/data is not involved or potentially involved in litigation or criminal proceedings. .

In the unlikely event a dispute arises that cannot be settled informally you agree that such a dispute will be resolved according to the laws of England.

All payments are due within 28 days of the invoice date. Payments outstanding beyond this date will be referred to a debt collection agent and as such will be subject to a surcharge of 15% plus vat to cover the collection costs incurred. This surcharge together with all other charges, storage costs, legal fees incurred will be your responsibility.

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