

Computer Maintenance and Repair Service

Computer Maintenance/Repair Guidelines

The Joondalup Mens Shed now provides computer maintenance and repair service for homes as well as businesses across Joondalup and associated suburbs. Every computer specialist can repair your computer, laptop, Mac, or mobile device so you can get back online as soon as possible. We realize there is nothing worse than being disconnected, which is why we offer computer repairs at a very competitive price. In fact, we ensure that your computer repair technician will find a solution to your problem or you don't pay – it's that simple!



As the go-to computer repair experts in Joondalup, the JMS services all major devices along with brands such as Apple, Samsung, Toshiba, Acer, and Dell. Every computer technician is highly experienced in a wide range of technical issues ranging from virus removal to data recovery. With that in mind, we offer a wide breadth of computer repair services to meet your specific needs. We can help you set up your device ready for a network or home use, tune up your PC, install new hardware or software, and much more!. Call (08) 6209 8034 or Email us from <https://www.jms.org.au/>

Drop Off Assessment

To get your PC assessed, just call or Email the JMS and arrange a date and time to drop off your system or device together with a completed client form filled in with all of your details include a description of the problems experienced.

What will JMS do

Basically, the JMS will assess a problem on a PC and give the owner a guide to how much it will cost to repair on the basis of no fix no fee.

All requests must include the following information: Windows license details PC Serial or Service Tag Number, Machine Manufacturer, Model, Function, owners name and address with contact detail together with a description of the fault or current problem.

What Type of Repairs can the JMS Complete

- Re-Install the operating system.(Client must supply a valid Microsoft or Apple OS license).
- Remove/Scan for Virus's and Malware.
- Install new hardware.
- Data recovery. (Where ever possible)
- Clean the Computers registry and improve the systems performance.



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Who will complete the work on the PC's

All work completed by the JMS will be done by fully qualified and experienced members of the Shed who have worked in the IT Industry at a professional level like ICT Technicians or IT Managers.

Items not covered under the JMS PC Repair service.

- Printers.
- Displays or Screens.
- Modems and/or most peripherals.

Service Fees

JMS will attempt to diagnose and repair your computer on-site, in-Lab for an applicable fee. Sometimes a successful repair is not possible due to problems with your computer or its configuration. If we cannot fix or diagnose your computer related problem, we will not charge you for those services in respect of that problem (Our 100% no fix no fee). In some cases, the solution may be that you need to upgrade or replace your software or hardware. If we advise you to do so and you choose not to upgrade or replace your software or hardware, you acknowledge that we have met our commitment to you by providing you with a solution to your problem, whether or not you choose to implement that solution.

Fee Structure

- Re-Install the operating system. **\$60**
- Remove/Scan for Virus's and Malware. **\$50**
- Install new hardware. **\$40-\$60** depending in man Hrs
- Data recovery. (Where ever possible) **\$60-\$80** depending in man Hrs
- Clean the Computers registry and improve the systems performance. **\$40**
- Ad Hoc Work depending on fault. **\$20** Hr price to be agreed and confirmed with client in advance of work being commenced.



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Appendix – A

Our Terms and Conditions of Service

This agreement of Terms and Conditions of Service sets JMS expectations, responsibilities and liabilities of service.

JMS may change this agreement from time to time by updating this page. Our customers should check this page every time you are requesting our services to ensure that you agree with any changes. If you have any questions regarding our Terms and Conditions of Service, please Contact Us.

Terms and Conditions of Service include

Acceptance of Service

By accepting service from JMS you are acknowledging that you have read and understand these terms and conditions and agree to all the terms below. You agree to these service terms and all applicable service fees.

Data Integrity

It is the responsibility of the Client to ensure that all of their data on the PC is backed up prior to any work being completed on the system. No responsibility will be taken by the JMS for the loss of any data.

Limitation of liability

To the maximum extent permitted by law, JMS and its affiliates, will under no circumstances be liable for any special, indirect, incidental or consequential damages resulting from services provided or under any other legal theory, including but not limited to loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data stored or used with your product and any failure to maintain the confidentiality of data stored on your product. The foregoing limitation shall not apply to death or personal injury claims. JMS specifically do not warrant that it will be able to (i) repair your product without risk to or loss of programs or data, and (ii) maintain the confidentiality of data. If any product should be damaged or lost while in JMS custody, JMS liability will be limited to the cost of repair. Otherwise, JMS liability for any and all damage shall in no event exceed the payments received JMS for services provided pursuant to these terms. The remedies set forth herein shall be your sole and exclusive remedies for any breach by JMS under these terms and conditions. Some states (countries and provinces) do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Client agrees that the terms and conditions that apply to JMS “100% money back guarantee” “satisfaction guarantee” “No Fix No Fee” and “We Will Fix It or It’s Free” policies require that the client accepts the solution that JMS recommends.

Depending on the circumstances this may include the purchase of replacement hardware. If the CLIENT rejects JMS recommended solution then the Client will not be liable for the labour charges incurred up to the point of the problem diagnosis.

Abandoned items

JMS is not responsible for items that have not been claimed and paid in full within 30 days after being notified that it has been serviced. JMS will consider your product abandoned and may dispose of your product in accordance with applicable law and, specifically, may sell your product at a private or public sale without liability to you. JMS reserves its statutory and any other lawful liens for unpaid charges.

Warranty

PC system that are still under supplier warranty should be taken back to their point of sale before a client considers bringing them in to the JMS. The JMS does not supply any warranty for the work completed.

