



HardSoft Computers
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Extended Support Options

Although our standard warranty is comprehensive **there are issues not covered**. These are mainly your Software on the system and peripheral items out of our control such as dealing with your Broadband provider. At extra cost we can cover ALL issues.....

If, for instance, you had a Virus or needed to change a User account these can be covered by our **Contracted Consultancy Hours** scheme. Much like a 'Pay as you go' scheme; consultancy time is purchased in advance (this gives you up to a **30% discount** off the normal cost of an Engineer). It maybe that you are busy company and would rather let an engineer deal with issues that you can't be bothered to deal with. Otherwise we will schedule these hours over the next 12 months for preventative maintenance visits but if you need to use them at any time, we are just a call away to get an engineer on site . **This is Proactive support rather than Reactive**. The costs are as follows

9 Hours of Consultancy @ £45 per hour
(equivalent to a visit every 4 months for 3 hours. Recommended for Systems with up to 5 users)

12 Hours of Consultancy @ £ 42 per hour
(a visit every 3 months for 4 hours. For systems with up to 10 users or IT dependent companies)

24 Hours of Consultancy @ £40 per hour
(a visit every 2 months for 4 hours. For systems with up to 20 users or very IT dependent companies)

Payment must be made within 30 days payment terms. We can set up a regular Standing Order but there will be a surcharge of 7.5%.Prices exclude VAT.

If you wish to order **Contracted Consultancy Hours** please call one of my sales colleagues on 01279 718693 or email proactivesupport@hardsoft.co.uk.