



We're here to help

✓ **TECHNICAL SUPPORT or the HardSoft geeks!**

If you have any tech issues with your new machine; you have a complete 3 years parts and labour warranty that includes free collection and re-delivery. To enable us to safely collect your computers for repair please keep the packaging for future use. We understand this may be inconvenient but bear in mind the resale value of a computer are higher in the original packaging. For ANY issues please contact our HardSoft geeks!

TEL: 0207 1111 643

Email: support@hardsoft.co.uk

Log a call online: support.hardsoft.co.uk

✓ **INSURANCE** - All equipment does have to be insured against Loss/Theft. *Be aware* that the lease underwriter will add insurance. This is *not* compulsory and can be waived with a copy of your policy. If you need details of the policy, or to find out if you have cover in place please contact adminteam@hardsoft.co.uk If you need to claim let us know at repairteam@hardsoft.co.uk

✓ **ACCIDENTAL DAMAGE PROTECTION** is included on all Apple iPads and Mac's and some Windows devices. We allow one claim per device per year and there is a small excess to pay. If you need to make a claim or are unsure then please contact repairteam@hardsoft.co.uk

✓ **ADDING EXTRA EQUIPMENT** is easy. Please contact your Account Manager on 0207 1111 643 (Press 1 for Sales then 1 for Existing customers) or email sales@hardsoft.co.uk

✓ **PAYMENT & INVOICE QUERIES** – Any queries such as change of address, copy invoices, direct debits then adminteam@hardsoft.co.uk can help you.

✓ **EMAIL COMMUNICATION** – Your Account Manager will email you monthly with our 'Update' which gives details on exclusive offers as well as other important info. We respect your privacy and please let us know if you wish to unsubscribe.
