



‘THE BUSINESS’ London IT Support Vouchers

- Can be used for I.T Help, Advice, or Purchases, you decide !
- No Expiry Date
- No Complicated Maintenance agreements
- Instant Access to Support from Professional Trained Engineers
- PC MAC and Server support for MS Windows and Linux.
- No need to employ your own I.T staff.
- Relax your Computers will be covered

1 x I.T Incident £59 +VAT	3 x I.T Incidents £149 +VAT	7 x I.T Incidents £324 +VAT
Entitles the holder to ONE hour onsite visit from an engineer for Maintenance or Consultancy	Entitles the holder to THREE hours of onsite visit from an engineer for Maintenance or Consultancy	Entitles the holder to Seven hours onsite visit from an engineer for Maintenance or Consultancy
or 2x Remote Access Repairs (Subject to Broadband and Windows XP/Vista/MACOS10.3x availability)	Or 6x Remote Access Repairs (Subject to Broadband and Windows XP/Vista/MACOS10.3x availability)	or 14 x Remote Access Repairs (Subject to Broadband and Windows XP/Vista/MACOS10.3x availability)
or up to 6 Telephone Advice sessions (no more than two separate cases)	Or up to 10 Telephone Advice sessions (no more than three separate cases)	or up to 25 Telephone Advice sessions (no more than 12 separate cases)

Terms and Conditions

(In addition to Sales Terms and conditions listed on <http://www.infrasup.com/policiesinfrakup.htm>)

Engineer Site visits are currently only currently available in London Postcodes

Advice is offered, as far as possible, to be impartial of any brand loyalties

Where possible Infrakup will try to help customers decide, the best way of handling there incident, via Telephone, Remote Access or On-site support.

Work Carried out is Guaranteed for 3 Months, Subject to no further changes from client.

Vouchers can be redeemed at any time Monday to Friday 9am -5pm Saturday 10am-4pm excluding Bank Holidays, and can be purchased online at any time.

Site visits will be arranged at a mutually convenient time. Subject to client's prior approval, remote access may be used to provide a more efficient service instead of site visits.

The customer should always make Copies or Paper Backups of Critical Data before any work is carried out or advice is acted upon.

Infrakup will not be liable for any data or financial loss to customer data or equipment, especially if the customer doesn't follow instructions correctly or doesn't have adequate skills or knowledge to perform the tasks advised.

Please insure you ALWAYS have a copy of important files

Refunds will not be given where incident is of an intermittent nature and all steps for isolating the problem have been followed or when a client has not followed instruction in the advice session, and the problem reoccurs

Vouchers may not to exchanged for Cash or other Products or Services. This does not affect your Statutory Rights.