

## **Payment Policy for STRAIGHT TO IT Ltd.**

**This payment policy outlines the terms and conditions made between the company STRAIGHT TO IT Ltd. and the customer. The policy states the expectations around making payments and how payment disputes will be handled. In order to ensure clarity, the policy is broken in to two sections: a) for home users b) for businesses.**

**Section A will explain terms around any payments made by home users for support. Section B will explain payment strategies for various services outsourced by STRAIGHT TO IT Ltd.**

**SECTION A: The following items are applicable to HOME USERS only.**

- Once a customer has made a transaction with STRAIGHT TO IT LTD. This is recognised as a form of authority to proceed with various services.

1.0 The prices for services provided to non-members can vary as members are entitled to discounts of various services.

1.1 The fee payable to complete an IT Check is on the basis that it is one device and there is software compatibility. If a payment is made and for any given reason the service cannot be completed by one of our engineers, the payment will be refunded to the customer's account.

1.2 The fee payable to complete a Setup is on the assumption that there is one PC or Laptop, one standalone printer, one docking station and maximum of two monitors.

1.3 The fee payable for multiple setups will vary depending on the number of devices and the nature of the task. This will be agreed upon receipt and acceptance of a quote sent via email.

1.4 The fee payable to complete repairs include postal charges. A courier will collect the item which should be pre-packed safely. If the item is dropped off to our nominated drop off location, there will not be any postal charges applied.

1.5 Remote support requires a payable fee of £40 prior to the service for non-members. An engineer will contact you to remotely access your screen to complete the issue or request enquired upon.

2. Acceptable forms of payment include: Credit/Debit card, Paypal or Bank transfer.

2.0 Customers will receive a receipt via email to confirm any transactions made between the customer and STRAIGHT TO IT Ltd.

2.1 Bank transfers can only be made once agreed as a valid form of payment via email or telephone with a member of our team at STRAIGHT TO IT Ltd. Purchase orders.

3. You may request to cancel a service(s) up to 24hrs of booking, in order to obtain a refund of your deposit. Your deposit will be non-refundable thereafter. This request must be processed via email.

4. In the event that we cancel a service, you will receive a full refund.

**SECTION B - This section outlines the terms and conditions for any payments made to complete services provided by STRAIGHT TO IT Ltd. for COMMERCIAL AND BUSINESS USE.**

1.0 Payments made by businesses for services requested for commercial use are payable via: Bank Transfer, Credit or Debit card, PayPal or Purchase Orders.

1.1 Purchase Orders must be paid within 14 days of completing the service(s) required.

1.2 All services requested will follow the routine process of emailing a request, receiving a quote and then proceeding with a form of payment.

2. Membership discounts and offers are not transferrable for business or commercial purposes.

3. If any additional charges incur during the service provided, a separate quote will be generated with the customer.

3.1 The work will proceed once the customer has given confirmation to continue with the service(s) and has accepted the additional fees.

3.2 If the customer does not want to proceed with the additional charges, the work will be completed to the agreed standard from the original quote.

3.3. Services will not resume if the additional charges incurred are an issue of health and safety.

4. For IT services, a customer may request an engineer (Service Delivery, Desktop Support, or IT). Businesses will need to make an enquiry via email and request the number of engineers required and the duration they are required for. Once this has been quoted, the customer will need to make a payment to STRAIGHT TO IT Ltd. The time at which payment will be taken will be arranged with the customer to coincide with engineers being paid accordingly.

5. If the customer requires multiple services, a quote will be generated on this and discussed with a member of the team in terms of organising a payment structure.