

# MAC OSX / Linux Support & Repair



IT for Business MAC OSX / Linux Price List - Effect from 1 October 2016

Note	Solution	Same Day On Site / Repair Centre	Remote Assist+
<b>On Site or Remote</b>	Frontline Business Support between 1 - 2 Hours	£140.00	£70.00
	Virus Detection Removal & Protection	£79.99	£64.99
<b>DISCOUNT</b>	Virus/Spyware Removal with Health Check MOT-Tune Up	£109.99*	£79.99
<b>DISCOUNT</b>	Virus/Spyware Removal with Data Recovery & OS Install	£174.99*	N/A
	Email Setup or Troubleshoot Problems	£69.99	from £25.00
	Printer Setup or Troubleshoot Problems	£69.99	£54.99
	iMac / MacBook / System Support or Repair not listed below	from £69.99	£54.99
<b>EXCLUDES PARTS</b>	iMac / MacBook / System Support Upgrade (Not including parts)	£69.99	N/A
<b>EXCLUDES PARTS</b>	Memory Upgrade (Not including parts)	£69.99	N/A
	SLOW iMac / MacBook / System Support	£69.99	£54.99
	Health Check - MOT	£69.99	£54.99
	Flashing Folder Error	£69.99	£54.99
	MAC OSX / Linux Start Up Issues	£69.99	£54.99
	MAC OSX / Linux!	£69.99	£54.99
<b>INCLUDES PART</b>	Replace Hard Drive, Install Windows and Data Backup & Transfer	£225.99	N/A
	Software Install & Setup	£69.99	from £25.00
	Software Support	£69.99	£54.99
	Data Backup Setup (Local or Cloud)	£69.99	£54.99
	Cloud Data Backup Setup (Provided by easypccare.co.uk)	£45.00	FREE
	Wireless (Wi-Fi) Setup / Troubleshoot	£69.99	N/A
	Network Setup / Troubleshoot	£69.99	N/A
	Data Rescue & Recovery	from £89.99	N/A
	Data Destroy	£69.99	£54.99
	Data Transfer & Validate	£69.99	£54.99
	New System Setup	£69.99	N/A
	Factory Restore	£69.99	N/A
	Operating System Install or Upgrade	£69.99	N/A
	New Device Setup (Scanner / Camera / Kindle / iPad and Smartphones)	£69.99	N/A
	Android Tablet / Chrome Book / Smartphone Help & Support!	£69.99	from £25.00
	iPad / iPhone Help & Support!	£69.99	from £25.00
	Diagnostic Service Charge	£55.00	£45.00

## The Small Print

\* **Discount for Additional Solutions**, we will supply these solutions at the discounted price of £45.00 or for free.

## ONE PRICE ONE JOB - No matter how long the job takes.

Our Microsoft Certified Technicians provide same day service to home users and small businesses, at the same low rate. We offer worry free IT support to our customers as they do not have to pay a hourly rate but a fixed price for every job. In the unlikely event, we are unable to fix your problem then our no fix no fee. policy will be applied.

## No Fix No Fee

We operate a No fix No fee policy, so if we are unable to fix your system we will not charge you.

## Diagnostic Charge

In the event we have diagnosed the fault with your system, and you choose not to continue with the repair due to the cost or for any other reason, a diagnostic charge of £55.00 is due. This also applies to Motherboard failures and insurance reports.

## Severity Priority Levels

All requests for Support and Repair are assigned a priority level from Low to Critical this ensures both home and business clients receive the correct response to each request. Visit <http://www.easypccare.co.uk/site/spl.html> for full details.

## Remote Assist+

This can be either telephone support or Share your Screen (Remote Connection to your PC) with one of our technicians or a mixture of both. A working Broadband connection is required for a remote connection.