Customer Terms, Cancellation Information & Privacy Notice

These terms apply to consumer repair and technical-support services supplied by Jevaughn Lambert trading as TechSav. Please keep this document with your ServiceM8 quote or booking confirmation.

TRADER	CONTACT
Jevaughn Lambert trading as TechSav Birmingham, United Kingdom Full geographic correspondence address: shown on the accompanying ServiceM8 quote or booking confirmation.	Call: 07523 895051 | WhatsApp: 07361 844361 **Email:** jev@techsav.co.uk **Payment:** Bank transfer; due on receipt unless agreed otherwise.

1. How a job is agreed

- A Tally service request or an initial message is an enquiry only. It does not confirm a booking or authorise chargeable work.
- TechSav will create a ServiceM8 job and provide an itemised quote, or another clear written description of the work and charging basis, before chargeable work begins.
- The customer must accept the quote or give clear written approval. Approval covers only the work described. Extra work, parts, licences or paid software require further written approval.
- The customer confirms that they own the device or have authority from the owner to instruct TechSav.
- Important decisions made through WhatsApp may be summarised in the ServiceM8 job diary as part of the job record.

2. Charges and payment

The price on the accepted quote controls. TechSav is not VAT registered and does not add VAT. Unless the quote states otherwise, invoices are due on receipt by bank transfer.

Diagnostics

- The workshop diagnostic assessment is GBP 25. It is deducted from the final labour charge if the customer accepts the quoted repair.
- The GBP 25 remains payable if no fault is found, the device is beyond economical repair, TechSav cannot safely complete the repair, or the customer declines the quote.
- The separate diagnostic fee is not added to an onsite appointment because diagnosis is included in the first hour.

Parts, licences and deposits

- Replacement parts, licences, paid software, unusually large data transfers and work outside the agreed scope are additional only if disclosed and approved in advance.
- Customer-funded parts and licences normally must be paid for before TechSav orders them. A genuine Windows licence is always required; TechSav will not supply or use unauthorised activation methods.
- Onsite and collection bookings require a GBP 20 booking deposit, deducted from the final invoice. A parts payment is separate from a booking deposit.

3. Onsite, collection and appointment charges

- An onsite appointment in the core service area is GBP 55 and includes travel, diagnosis and the first 60 minutes.
- Additional onsite time is GBP 12 per 15 minutes and will not be added without approval. Travel from 10 to 20 road miles carries a GBP 15 supplement; more than 20 miles is quote-only.
- Collection and return within 10 road miles is GBP 30. Appointment-only customer drop-off is free.
- Reasonable parking, toll or Clean Air Zone charges are payable only when disclosed before booking.
- If an onsite fault cannot be resolved, the GBP 55 remains payable for travel, time and diagnosis. TechSav will explain the finding and proposed next step.

4. Appointment changes and cancellation

These appointment terms operate alongside, and do not replace, statutory cancellation rights.

- Cancel or rearrange at least 24 hours before the appointment and TechSav will not charge a cancellation fee.
- Less than 24 hours' notice, a no-show, or being unavailable when TechSav arrives carries a GBP 20 fee. Any booking deposit is applied to that fee.
- TechSav may waive the fee for a genuine emergency. Repeated late cancellations or no-shows may require full advance payment or lead to future bookings being declined.

5. Statutory cancellation rights

Where a consumer contract is agreed at a distance (for example by WhatsApp, phone or email) or away from TechSav's premises, the customer will normally have 14 days, starting the day after the service contract is made, to cancel without giving a reason. To cancel, send a clear statement by WhatsApp to 07361 844361 or email jev@techsav.co.uk. The model cancellation form on page 4 may be used, but is not compulsory.

If the customer expressly asks TechSav to start during the 14-day period and then cancels before the service is completed, the customer must pay a proportionate amount for work supplied up to cancellation. If the service is fully completed during that period after the customer's express request and acknowledgement, the cancellation right for that completed service is lost.

Early-start request
I request TechSav to begin the agreed service before the end of the 14-day cancellation period. I understand that I must pay for work supplied before I cancel and that, once the service is fully completed, I will lose the right to cancel that completed service.

Any refund due following a valid cancellation will be made without undue delay and within the legally required period. Parts already ordered are handled according to the customer's statutory rights and the actual status and nature of the order; TechSav does not apply a blanket 'non-refundable' rule.

6. Device intake, access and data

- TechSav may record the device make, model, serial number, accessories, visible condition and relevant photographs when the device is received.
- The customer should make a current backup before work begins where reasonably possible and tell TechSav about irreplaceable data. Repair, malware removal, storage work and operating-system changes can carry a risk of data loss even when reasonable care is used.
- Never send passwords through Tally, WhatsApp or ServiceM8. If access is necessary, use a temporary credential agreed at handover. TechSav will not retain it after the work.
- TechSav may decline or stop work where a device appears unsafe, contains a swollen or damaged battery, presents a contamination risk, or where lawful ownership or authority is unclear.
- Nothing in these terms excludes liability that cannot lawfully be excluded, or removes the customer's statutory rights.

7. Service standard and workmanship support

TechSav will perform services with reasonable care and skill. Hardware repairs, phone-screen installations, component installations and PC-build workmanship carry a 90-day TechSav workmanship guarantee from completion. Software services carry 14-day support for recurrence of the same fault caused by the same underlying issue.

- The customer must notify TechSav promptly and allow a reasonable opportunity to inspect the device.
- If TechSav's service was not performed with reasonable care and skill, TechSav will repeat the affected work without charge within a reasonable time and without significant inconvenience. If repeat performance is impossible or cannot reasonably be provided, an appropriate price reduction will be considered.
- The guarantee covers TechSav's work only. It does not cover unrelated or pre-existing faults, accidental or liquid damage, misuse, ordinary wear, new malware, later software or operating-system changes, customer modifications, or later work by another repairer.
- A cleaning or diagnostic service does not mean an underlying hardware fault has been repaired unless that repair is included in the agreed job.
- Parts supplied by TechSav remain subject to statutory rights and any additional manufacturer guarantee. For customer-supplied parts, TechSav guarantees installation workmanship but not the part's quality, compatibility or lifespan.

8. Complaints

Please raise a concern as soon as possible by WhatsApp on 07361 844361 or email jev@techsav.co.uk, quoting the ServiceM8 job number. TechSav will acknowledge the complaint, review the job record and propose a fair resolution. This process does not restrict any legal remedy.

9. Privacy notice

Jevaughn Lambert trading as TechSav is the data controller. TechSav uses customer identity and contact details, device and fault information, photographs, communications, quotes, authorisations, invoices and payment records to assess enquiries, perform and evidence contracts, provide warranty support, meet legal and tax duties, and protect legitimate business interests.

- Lawful bases are performance of a contract or steps requested before a contract, legal obligation, and legitimate interests such as record-keeping, fraud prevention and dispute handling. TechSav does not use service information for marketing without separate permission.
- Information is processed through providers including Tally and ServiceM8. Their services may involve protected international transfers under their contractual safeguards.
- Once a Tally submission is matched to ServiceM8, the duplicate raw Tally copy is normally deleted within 30 days. Core job, authorisation, quote, invoice and payment records may be retained for up to six years where needed for tax, contract or dispute evidence.
- Customers may ask for access, correction, deletion, restriction or objection where applicable by emailing jev@techsav.co.uk. They may complain to the Information Commissioner's Office at ico.org.uk.

Model Cancellation Form

Complete and send this form only if you wish to cancel a qualifying distance or off-premises contract. You may instead send any other clear statement by WhatsApp or email.

To: Jevaughn Lambert trading as TechSav
Email: jev@techsav.co.uk
WhatsApp: 07361 844361
Correspondence address: As shown on the ServiceM8 quote or booking confirmation

I give notice that I cancel my contract for the following service:

_____

ServiceM8 job / quote number (if known): _____

Contract agreed on: _____

Customer name: _____

Customer address: _____

_____

Signature (only if sent on paper): _____

Date: _____

Send your cancellation
Email this information to jev@techsav.co.uk or send it by WhatsApp to 07361 844361. Keep a copy of the message and the time it was sent.

Important: this document is intended to be supplied with the relevant ServiceM8 quote or booking confirmation, which identifies the specific service, total price or charging basis, performance arrangements and TechSav's full geographic correspondence address.