

# IT SUPPORT SERVICES



<b>Name:/</b> on behalf of the		<b>Invoice</b>	
		<b>Account</b>	
<b>Company:</b>		<b>Ticket</b>	
<b>Address:</b>		<b>Postcode</b>	
<b>Email:</b>		<b>Website:</b>	
<b>Tel:</b>		<b>Mobile:</b>	

<b>Date:</b>	<b>Start time:</b>	<b>End time:</b>	<b>Time spent:</b>
<b>Total time spent:</b>			

<b>Reported fault:</b>

<b>Diagnosis &amp; Solutions Provided:</b>

<b>Charges:</b> Note; all prices given below are in pounds Sterling and are subject to VAT at the current rate.		
<b>Item:</b>	<b>Units</b>	<b>Charge</b>
A minimum charge of £40 shall be chargeable for site calls.	<b>Total Charge:</b>	

<b>Date and time to go back &amp; Job to be completed :</b>

Customer: I confirm that the above work has been carried out satisfactorily.  
 Customer's Signature to confirm satisfaction of completed works and job times.

<b>Consultant/Engineer:</b>	<b>Client Name/ Company Representative:</b>
<b>PS Engineer Signature:</b>	<b>Client Signature / email confirmation :</b>

**How is our service?**

We aim to provide the highest level of service in every situation. If our engineer has in any way displeased you, or if you feel that their attitude or work has been in any way dissatisfactory, we would like to know. On the other hand if they have been particularly efficient or helpful, we would also like to hear about it. Please contact us with your comments.

- 1- In case of complaint, notification should be made within 7 days of appliance being handed over. 2- Whilst every endeavour is made to give customers satisfaction we cannot under any circumstances guarantee that other faults will not develop in the near future or even on the same day. 3- Computers and peripherals are instruments containing hundreds of component parts. In carrying out repairs the parts may give rise to symptoms identical to those which were present prior to this repair. 4- Customers are advised that they should back up hard disks and all data before passing their computer to Planet Solutions to perform any installation, support or upgrade. If this back up has not been done, Planet Solutions will not hold themselves responsible for any subsequent loss of such data however caused. 5- Please let us know if you are not willing for us to open the system or backup your hard drive during our diagnosis. Please use the back page for more details

**Terms & Conditions:**