COMPTON SERVICES

Mobile ICT Support · Repairs · Networking · Web Design · Cloud Hosting

HOME SUPPORT AGREEMENT

Residential IT Support Services

1. Parties to this Agreement

1.1 Service Provider: Compton Services, a sole trader business operated by [Your Name], Margate, Kent. Email: info@comptonservices.co.uk Tel: 01843 278935 Website: www.comptonservices.co.uk

1.2 Client: The individual named and signing this agreement (hereinafter referred to as "the Client"), whose details are set out in the signature block at the end of this document.

1.3 This agreement governs all IT support services provided by Compton Services to the Client at their residential address.

2. Services Provided

Compton Services will provide the following residential IT support services as requested by the Client:

- Hardware repair and diagnostics — PC, laptop, printer, and peripheral devices
- Software installation, configuration, and troubleshooting
- Virus, malware, and spyware removal
- Operating system installation and reinstallation (Windows)
- Home network setup, Wi-Fi configuration, and router support
- Data backup, recovery, and transfer
- Email and account setup and configuration
- Remote support via secure remote desktop connection
- General IT advice and guidance

Services may be delivered on-site at the Client's residential address, remotely via secure connection, or a combination of both, as agreed at the time of booking.

3. Monthly Support Plans

3.1 Where the Client subscribes to a monthly support plan, the plan includes a set number of pooled support hours per month which may be used for remote support, on-site visits, or a combination of both.

3.2 Available plans are as follows: Basic (1 hour, next-day response, £30.00/month); Standard (2 hours, same-day response, £55.00/month); Premium (3 hours, 4-hour response, £90.00/month). Discounts apply for 3-month (5%), 6-month (10%), and 12-month (15%) upfront commitments.

3.3 Unused hours do not roll over to the following month.

3.4 Additional hours beyond the plan allowance are charged at the standard ad-hoc hourly rate.

3.5 Monthly plans cover up to 5 devices. Additional devices (up to 5 extra) may be added at £10.00 per device per month.

3.6 Monthly support plans require a minimum of 30 days written notice to cancel, sent to info@comptonservices.co.uk. Cancellation takes effect at the end of the current billing period following the notice period.

3.7 Where a discounted upfront commitment has been paid, cancellation before the end of the commitment period will result in the balance of the remaining period becoming due at the standard monthly rate.

4. Ad-Hoc Hourly Rates and Charges

4.1 For work carried out outside of a monthly support plan, the following rates apply: First hour — £80.00; Subsequent hours — £65.00 per hour; Half day (4 hours) — £225.00; Full day (8 hours) — £400.00; Emergency / out of hours — £80.00 per hour.

4.2 Out of hours is defined as evenings (after 6:00pm) and weekends. An out of hours call-out fee of £50.00 applies per visit, in addition to the hourly rate.

4.3 For on-site visits to locations more than 25 miles from Margate, an additional mileage charge of 45 pence per mile applies to the distance exceeding 25 miles.

4.4 A minimum charge of one hour applies to all ad-hoc work.

4.5 Fixed price services (such as virus removal, OS reinstall, hardware upgrades) are charged at the rates set out in the current Home User Price List, available on request or at www.comptonservices.co.uk.

5. Payment Terms

5.1 Payment is due upon completion of work for ad-hoc jobs. Compton Services accepts cash, bank transfer, and card payment.

5.2 Monthly support plan fees are invoiced at the start of each monthly billing period and are due within 7 days of the invoice date.

5.3 Where parts, components, or third-party software licences are required, these will be quoted separately and require full payment or a deposit before ordering.

5.4 In the event of non-payment, Compton Services reserves the right to suspend service until the outstanding balance is settled.

5.5 A written quote or estimate will be provided before any work begins for jobs likely to exceed £100.00 in labour costs.

6. Data Protection and Privacy

6.1 Compton Services will handle all Client data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

6.2 The Client's personal data will be collected and processed solely for the purposes of providing IT support services and will not be shared with third parties without the Client's consent, except where required by law.

6.3 When remote access to the Client's device is required, this will only be conducted with the Client's explicit prior consent. Remote sessions may be terminated by the Client at any time.

6.4 Compton Services will take reasonable steps to ensure the security of any data accessed during the provision of services. However, the Client is advised to maintain their own regular backups of important data.

6.5 The Client's contact details will be stored securely and used only for service-related communications. The Client may request deletion of their data at any time by contacting info@comptonservices.co.uk.

7. Liability and Limitations

7.1 Compton Services will carry out all work with reasonable skill and care. However, the Client acknowledges that IT work carries inherent risks, including the possibility of data loss.

7.2 The Client is strongly advised to maintain up-to-date backups of all important data before any work is undertaken. Compton Services accepts no liability for data loss where the Client has failed to maintain adequate backups.

7.3 Compton Services' liability for any claim arising from the provision of services under this agreement is limited to the total value of the work carried out in connection with that claim.

7.4 Compton Services accepts no liability for: (a) loss of profits or business; (b) consequential or indirect losses; (c) damage caused by third-party hardware or software; (d) pre-existing faults not identified during the initial assessment.

7.5 Nothing in this agreement limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

8. Cancellation and Scheduling

8.1 The Client may cancel or reschedule a booked on-site appointment by giving at least 24 hours' notice. Cancellations made with less than 24 hours' notice may be subject to a cancellation fee of up to one hour's labour at the applicable rate.

8.2 Compton Services reserves the right to reschedule appointments due to emergency or unforeseen circumstances. Where this occurs, the Client will be notified as soon as reasonably practicable.

8.3 Either party may terminate this agreement by giving 30 days' written notice. Any work already completed or in progress at the time of termination will remain payable.

9. General Terms

9.1 This agreement constitutes the entire agreement between Compton Services and the Client with respect to residential IT support services and supersedes any prior discussions or agreements.

9.2 Compton Services reserves the right to update these terms. The Client will be given at least 30 days' notice of any material changes.

9.3 This agreement is governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

9.4 If any provision of this agreement is found to be unenforceable, the remaining provisions will continue in full force and effect.

10. Agreement and Signatures

By signing below, both parties confirm they have read, understood, and agree to the terms of this Home Support Agreement.

CLIENT

Full Name: _____

Address: _____

Address (cont): _____

Postcode: _____

Email: _____

Phone: _____

Signature: _____ **Date:** _____

COMPTON SERVICES

Name: _____

Signature: _____ **Date:** _____

Compton Services is a sole trader business registered in England and Wales. This agreement is for residential (home user) IT support services only. For business support agreements, please request a separate Business Support Agreement.