

PTSIT Solutions Terms and Conditions as of 14/02/23

Hourly rate £53 per hour – reduced by 10% for regular maintenance (minimum every 3 months). No additional monthly fee for maintenance, you only pay for time worked. Time only starts from when I arrive on-site, not when I leave the office. Minimum charge one hour, thereafter in half-hour increments.

All hardware and software supplied at cost plus 10% (to cover admin, handling and insurance).

Travel charge of £10 to £35 depending on distance to cover costs, but travel time not charged.

No charge for phone calls or emails (within reason)

Email hosting is £160 per year. This includes annual renewal of one standard domain name such as .co.uk or .org.uk.

Transfer of domain names at no cost apart from 3rd. party admin charges (normally free for .co.uk names, .com names usually carry a charge)

Hosting is with a professional UK-based hosting company.

Office 365 applications supplied are all subject to an annual commitment and a minimum 1 months' notice written cancellation prior to renewal.

For all equipment installed on site, customer is responsible for disposal of packaging.

All supplied hardware remains the property of PTS until full payment is received.

Payment terms are 14 days from receipt of invoice by bank transfer.

PTS IT Solutions is a trading name of PTS Southern.

Employing me to carry out any work for you implies acceptance of the above terms and conditions.

Thank you for your business!

Chris Durbidge

PTS IT Solutions

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GDPR compliance

All data held by PTS for your company is specifically for the purposes of providing IT support and will not be shared with any third party.

All data is securely held on encrypted devices and password protected, whether fixed or portable.

PTS IT Solutions is registered under the Data Protection Act. Registration no. **ZA354988**