

HARDWARE ASSESSMENT & REPAIR SERVICE AGREEMENT

1. DIAGNOSTIC SCOPE & BENCH ASSESSMENT FEE

This Agreement governs the receipt, testing, and diagnostic evaluation of equipment submitted to Arcticbyte Services.

- **Bench Assessment Fee:** A non-refundable diagnostic fee of **£40.00** is due upon execution of this Agreement prior to technical inspection.
- **Assessment Scope:** The fee covers diagnostic setup, full teardown, thermal analysis, component-level testing, fault determination, and administrative booking.
- **Repair Credit Application:** Should the Client authorise the formal repair quotation, the full £40.00 assessment fee shall be credited directly toward the final repair fee.

2. INSPECTION, QUOTATION & WORK AUTHORISATION

- **Diagnostic Evaluation:** Following technical inspection, Arcticbyte Services will issue a comprehensive written repair quotation detailing required components and labour costs.
- **Client Election:**
 - **Acceptance:** Upon written or verbal confirmation from the Client, parts will be provisioned and repair operations executed. The £40.00 diagnostic credit will be applied to the final invoice.
 - **Decline:** Should the Client decline the quotation, the hardware will be reassembled to its original state and made available for release. No further fees beyond the initial £40.00 assessment fee shall apply.

3. COMPLETION, SETTLEMENT & DISPATCH TERMS

- **Completion Notice:** Upon passing quality control and bench stress-testing, an invoice for the outstanding balance will be issued to the Client.
- **Pre-Dispatch Settlement:** Cleared payment in full is strictly required prior to the scheduling of return delivery, courier booking, or hand-over at collection.
- **Accepted Payment Methods:** Electronic bank transfer, debit/credit card, or cash upon collection.

4. DEFAULT, UNCOLLECTED EQUIPMENT & LIEN ENFORCEMENT

Equipment uncollected or unpaid following repair completion is governed by standard UK commercial terms and the *Torts (Interference with Goods) Act 1977*:

- **Grace Period:** Hardware will be stored free of charge for up to **30 calendar days** following completion notice or quote issuance.
- **Storage Charges:** Uncollected items beyond 30 days shall accrue a storage charge of **£2.00 per calendar day**.
- **Formal Notice of Default (60 Days):** If an invoice remains outstanding or equipment uncollected for **60 calendar days**, a formal 14-day Notice of Default will be issued.
- **Forfeiture & Cost Recovery:** Expiry of the 14-day Notice of Default without full payment shall constitute forfeiture and surrender of the equipment to Arcticbyte Services. Arcticbyte Services reserves the right to strip the hardware for components or repair and sell the unit as refurbished to recover bench fees, parts expenditure, and storage charges.

5. AUTHORISATION & EXECUTION

By signing below, the Client confirms agreement to the terms of this Service Agreement, authorising the diagnostic assessment under the £40.00 credit scheme, pre-dispatch payment requirements, and uncollected goods enforcement clauses.

Client Name: _____ Job Ref No: _____

Signature: _____ Date: _____