



SCALE OF FEES & CHARGES



Payment on Completion
+ existing KIS-WEB
& ADSL Customers,
QC supplied Hardware
"FixItLocal" Customers

30 Day Account
Subject to status

ONSITE

Consultation	Call Out with first hour (local*)	£45.00	Min Fee	£60.00	Min Fee
Installation	2 Hours	£85.00		£113.33	
Set up	3 Hours	£120.00		£160.00	
Maintenance	4 Hours	£150.00		£200.00	
Repairs	5 Hours	£180.00		£240.00	
Training	6 Hours	£210.00		£280.00	
Backup Solutions	7 Hours	£240.00		£320.00	
Email Solutions	8 Hours	£270.00		£360.00	
Web Site Design					
Database Design					

* with-in 10 miles of my workshop in Derby, Derbyshire. England

Travel Time / Hour £40.00 Including mileage £40.00 Including mileage

WORKSHOP

In addition to the above

Install / Upgrade Hardware Item £25.00 (Plus cost of Item) PAYMENT ON DELIVERY ONLY
(Including drivers install & Test)

Install / Upgrade Hardware Item £50.00 (Client supplied Item) PAYMENT ON DELIVERY ONLY
(Including drivers install & Test)

PC "Health Check" & Software Updates £55.00 PAYMENT ON DELIVERY ONLY

Fault Find & Repair Hardware £75.00 PAYMENT ON DELIVERY ONLY
(Includes "PC Health Check",
Excludes software installation,
other than new driver software)

Computer Purchase Service £99.00 +4% of the Hardware/Software Purchase Price
Includes PDI service, Local Delivery & Installation (including half hour on site) - PAYMENT WITH ORDER

Assisting your purchase of correct & best value for money computer system for the tasks that you describe
Includes all available Windows updates. Installation of the following FREEWARE Software :- Anti Virus, Anti Spyware,
PDF Creation, PDF utility software, JAVA, Flash & ShockWave software, ZIP & File management software.
Full Hardware Burn-in Test with full report. Removal of "ProMo" (clutter) software.

CUSTOM RECOVERY MEDIA - ADD £30.00 PAYMENT ON DELIVERY ONLY

Install / Reinstall Windows £60.00 from customers media PAYMENT ON DELIVERY ONLY

Includes all available Windows updates. Installation of the following FREEWARE Software :- Anti Virus, Anti Spyware,
PDF Creation, PDF utility software, JAVA, Flash & ShockWave software, ZIP & File management software.
Full Hardware Burn-in Test with full report. With this service, the first 2 billable hours on site are discounted by 50%

CUSTOM RECOVERY MEDIA - ADD £30.00 PAYMENT ON DELIVERY ONLY

Install / Reinstall Application £20.00 from customers media PAYMENT ON DELIVERY ONLY
Includes all available updates

Data Recovery "My Documents" £75.00 PAYMENT ON DELIVERY ONLY
(from accessible hard disk drive)
NO FIX NO FEE

Computer Purchase Consultancy FREE If you are a Supported Customer, otherwise £ 40.00
Assisting your purchase of correct & best value for money computer system for the tasks that you describe

Telephone Support :- "NO 0870 or 090" With FREE Call Back

I offer support for 4 problems per month (on average [over 12 months]) and 10% off my fees above
for just £ 12.50 per month (to be paid by Standing Order - min term 12 months)

Remote Control :-

In addition to Telephone Support I offer Support via the Internet to remotely take control of your PC
for just £ 10.00 per month / per user (to be paid by Standing Order - min term 12 months)

Data Recovery from broken HDD £ 75 Deposit Required
Prices start from £350.00 Balance
NO FIX max £ 75 Fee PAYMENT ON DELIVERY

The above excludes All Materials & Parts, these will be charged @ MRRP or can be supplied Free Issue by the client

DISCOUNTS

up to

25%

If you wish to use my service on a regular basis (Service Contact) I offer the following discounts.
(Minimum Service Contract period 12 months)

The following discounts are for the fees charged for your scheduled visit, any additional unscheduled visits
and workshop services (excluding "Data Recovery from broken HDD")

Weekly visit (4 hours min)	25%	Billed monthly in advance, Terms 30 days
Bi-Weekly (4 hours min)	20%	Billed monthly in advance, Terms 30 days
Monthly visit (4 hours min)	15%	Billed monthly in advance, Terms 30 days
Quarterly visit (8 hours min)	15%	Monthly Payment plan
Quarterly visit (8 hours min)	10%	Payment collected on completion of visit

ALL Service contract customer will also receive FREE of charge, telephone support with FREE Call Back

FSB Members	5%	for payment on completion of my standard fees
FSB Members	Extra 1.5%	for Service Contacts

