

SCRABO TECH

Technology Help Without The Jargon. | Professional IT support since 2005

PRICING TERMS & NO-SURPRISES GUARANTEE

OUR NO-SURPRISES GUARANTEE

Scrabo Tech will explain the likely cost, charging basis and any applicable travel charge before starting. Material additional work, parts, equipment, paid services or another visit will be discussed and agreed before proceeding.

VAT: Scrabo Tech is not currently VAT registered. Prices and quotations are treated as the total price payable unless otherwise stated. No VAT is added to Scrabo Tech invoices.

1. Prices

Displayed prices cover standard labour unless otherwise stated. Parts, hardware, software, subscriptions, licences, consumables and travel outside the standard local area are additional unless expressly included.

2. Fixed-price services

A fixed price applies where work remains within the normal advertised scope. Additional faults or requirements will be explained and separately agreed before extra chargeable work proceeds.

3. Home visits

The standard Home Visit is £45 and includes up to one hour within the local service area. Additional time is £25 per hour, normally billed in 30-minute increments of £12.50.

4. Travel zones

The standard local area has no travel charge. Wider-area Home visits normally attract an agreed travel charge of £10, £15 or £25 depending on postcode and journey. Other locations are quoted individually.

5. Local and wider service areas

Scrabo Tech supports customers across County Down and Greater Belfast. Advertised geographic coverage does not mean travel is included free of charge throughout the entire area.

6. Remote support

Remote help is charged at the agreed remote price. If an on-site visit is recommended, the visit price and travel charge will be discussed separately.

7. Return visits

A new travel charge may apply for a separately booked appointment, additional work, unavailable customer equipment/access or installation of a separately ordered part. No extra travel charge will apply where Scrabo Tech returns solely to complete work that reasonably should have been completed during the original visit.

8. Business support and projects

Business rates reflect the responsibility and complexity of business systems, accounts, security and Microsoft 365 administration. Projects may be quoted separately.

9. Parts and equipment

Parts, cables, storage, devices and networking equipment are excluded unless stated. Costs and the total customer selling price will be agreed before purchase or supply. Scrabo Tech is not VAT registered and does not itemise or charge VAT to the customer.

10. Software and subscriptions

Microsoft 365, security products, cloud storage, domains, hosting, apps and third-party services are additional unless included in writing.

11. Data and backups

Customers should keep an appropriate backup of important data where reasonably possible. Material risks will be explained before data transfer, recovery or operating-system work.

12. Account access and passwords

Some work requires temporary device or account access. Credentials should not routinely be sent by ordinary email or text. Customers may change passwords afterwards.

13. Excluded work

Mains electrical installation, structural work, certified cabling, alarm installation and regulated or specialist work are excluded unless arranged through an appropriately qualified provider.

14. Diagnosis and unsuccessful repair

Scrabo Tech does not offer blanket No Fix, No Fee. Diagnostic work and professional advice remain chargeable where time has been spent identifying a fault or establishing that repair is impractical or uneconomical.

15. Appointments and access

Customers should provide reasonable access to relevant devices, equipment, internet and accounts. Any material cost impact caused by unavailable access will be discussed.

16. Quotations

Quotations cover the described scope. Requested changes may require a revised quotation.

17. Payment

Payment is due according to the invoice or agreed arrangement. Projects or equipment purchases may require a deposit where stated.

18. VAT status

Scrabo Tech is not currently VAT registered. No VAT is charged on invoices. Supplier VAT paid by Scrabo Tech forms part of Scrabo Tech's own cost and is not presented to the customer as VAT.

19. Statutory rights

Nothing in these terms affects statutory rights. Consumer services will be provided with reasonable care and skill.