



## Our Client Charter

1. No Fix - No Fee! We only charge for results.
2. We will help you to spend as little as possible.
3. What is spent must be good value for money.
4. Everything we do must be fit for purpose.

### Your Local Home PC Paramedic Service

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## Virus & Spyware Disinfection Service - Guaranteed! [SER023]

Fixed Fee: £170.00 (£204.00 inc. VAT)

Simply by being on the internet and/or receiving emails, your computer is vulnerable to viruses and spyware. Even with the best belt-and-braces protection, some spyware is likely to be downloaded.

If the levels of infestation are very low, then possibly our Full Service at £150.00 + vat (see left), would suffice. However if the problem is more serious, then this full Virus & Spyware Disinfection Service will be required.

We would be able to diagnose the seriousness of the problem during our (free) On-Site Diagnosis visit, and in your presence we will demonstrate the symptoms in detail and thus form a judgement.

However if the problem is serious, it is highly likely that you will already have noticed either a severe slowing-down of your computer, or several mysterious and usually unpleasant pop-ups, or more often than not, both types of symptom.

The nature of modern spyware is such that if the infestation is very severe, it may be impossible to cleanse your system completely. Hence if we feel that the disinfection process is not doing its job to our satisfaction, we'll stop and **completely rebuild your system instead!**

Naturally we'll preserve all your data, emails, settings and so on; and we'll also try our best to re-install your programs, devices, and other items. But your computer **will** be free of all nasties; and the fixed price above is all you'll pay however much time and effort it takes.

Normally we'll need your computer for a week; however if necessary we can let you have the use of a **free** loan computer which will at least give you access to the internet while we clean out your computer.

By the way: we have noticed that some competitors charge tiny amounts to "get rid of viruses". Any expert in this field will confirm that it really does take a lot of time and effort, as well as extensive **expertise and experience**, to disinfect a system thoroughly. Our work is done up to a standard (disinfection guaranteed), and not down to a price!