



Our Client Charter

Your Local Home PC Paramedic Service

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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.

Windows Upgrade Service [SER022]

Fee: £170.00 (£204.00 inc. VAT)

There are three versions of Windows in current use: XP, Vista and Windows 7. Windows XP remains a great favourite and is should continue to be supported by Microsoft until April 2014. And while Windows 7 is a truly brilliant operating system, Windows Vista on the other hand is a real horror story!

We can advise (free of charge) on whether your computer is compatible with Windows 7: it may require a memory upgrade, and we would also look at your printer, scanner and any other peripherals. It is also possible that some of your software may need to be upgraded.

Where an "upgrade" to Windows 7 is feasible and cost-effective, our process is simple: in **every** case we will scrub your hard disk and install Windows 7 **as a brand new operating system**. While this is the only available path anyway for Windows XP machines, it is theoretically possible to perform an in-place upgrade from Vista to Windows 7.

However we advise against this very strongly. Vista has a number of known "structural" and other embedded defects, and in a real in-place upgrade process, these defects will inevitably be inherited by Windows 7. Hence we would cripple it at the outset and making it no better than its underlying Vista predecessor.

As with our other services, all client data will be protected and reinstated in Windows 7. Likewise as regards programs, peripherals, email, internet connectivity, and so on.

The cost of the actual Windows 7 DVD and licence is of course additional to the above, as would be the cost of any necessary upgrades. However if any such upgrades are required, our fee above remains fixed: we will not charge you any extra for what are relatively minor additions to the total time required by the process.