

Terms Of Business

Business name: CHRIS SHONE (Help Me Sort IT)

Owner: Chris Shone (Sole Trader)

Location: Suffolk, United Kingdom

Policy last reviewed: 20/11/2025

1. Introduction

I am a tech support specialist, able to offer a professional service to home users and small businesses. I specialise in diagnosing and sorting a wide range of tech issues. My services are not limited to computers, I may best be described as a tech handyman. I offer an enhanced tailored service to older adults, individuals with health challenges, or those facing difficulties navigating digital technology.

Standard Tech Support (CHRIS SHONE)	Enhanced Tailored Support (Help Me Sort IT)
• Computer desktops and laptops • Mobile phones and tablets • TV, video and audio equipment • Smart devices and gadgets • Training for software and hardware • Wifi, internet and email connectivity • Printers and scanners • Virus, malware and security • and LOTS MORE!	• Using Devices & Apps • Online Shopping & Banking • Guidance On Upgrades • Setting Up New Devices • Resolving Tech Issues • and LOTS MORE!

2. Charges

Unless otherwise agreed, I normally charge as detailed below.

- Standard Callout Charge: £35 (includes first hour)
- Additional Hours Charge: £25

There is an additional charge for any distance over 10 miles from my postcode (IP19 9LY). All distances are calculated using Google Maps.

- 0-10 miles: No additional charge
- 11-20 miles: £5
- 21-30 miles: £10
- 31-40 miles: £15
- 41-50 miles: £20

3. Payment Terms

Payment is due immediately once I have completed any agreed work. Payment can be made using:

- Cash
- Bank Transfer
- Debit or Credit Card

If paying by bank transfer I would normally email an invoice within 24 hours after completing and agreed work. Payment is due immediately but I normally allow 3 days for customers to complete payment.

4. Cancellation Policy

Any cancellation of an appointment should be made by phone on 07900900748 or by email using chris@chrisshone.com

If an appointment is cancelled more than 24 hours in advance then no fee will be charged

If an appointment is cancelled less than 24 hours in advance then a fee will be charged equivalent to my standard callout charge which is currently £35.

5. Limitation of Liability

I will not be liable for any indirect, incidental, or consequential damages arising from your use of my products or services.

My liability is limited to the purchase price of the product or service.

6. Modifications

I reserve the right to modify these Terms Of Business at any time. Any changes will be effective immediately upon posting on my website.

7. Annual Review

These Terms Of Business will be reviewed **annually** or sooner if required.

Signed: *Chris Shone*

Name: Chris Shone

Date: 20/11/2025