

TERMS AND CONDITIONS

Last Updated: October 2026

Welcome to **www.thegadgetdoctors.co.uk**. These Terms and Conditions ("Terms") govern your access to and use of the website located at www.thegadgetdoctors.co.uk (the "Site") and any repair services, consultations, or sales provided by **The Gadget Doctors**.

By accessing or using our Site or engaging our repair services, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our Site or services.

1. Information About Us

- **Business Name:** The Gadget Doctors
- **Website:** www.thegadgetdoctors.co.uk
- **Address:** 44 Bryanston Road, Southampton, Hampshire, SO19 7AQ
- **Contact Email:** help@thegadgetdoctors.co.uk
- **Mobile:** 07384 677 444

2. Use of the Site

2.1. Eligibility: You must be at least 18 years old or have permission from a parent or legal guardian to use this Site or submit devices for repair.

2.2. Permitted Use: You may use the Site solely for lawful purposes and in accordance with these Terms. You agree not to use the Site in any way that violates applicable laws or regulations.

2.3. Site Availability: We aim to ensure that our Site is available 24/7, but we do not guarantee uninterrupted access. We reserve the right to suspend, withdraw, or restrict the availability of all or any part of our Site without notice.

3. Repair Services & Booking

3.1. Service Requests: Enquiries, diagnostic requests, or booking requests submitted via the Site do not constitute a binding contract until accepted by us.

3.2. Device Assessment & Diagnostics:

- Upon receiving your device, we will conduct an initial assessment/diagnostic to identify issues and provide an estimated repair cost.
- Diagnostic estimates are non-binding until confirmed following physical inspection.

3.3. Data Loss & Backups:

- **Important Notice:** Repairs, software fixes, and component updates carry an inherent risk of data loss.
- It is **your sole responsibility** to back up all personal data, photos, documents, and settings before handing over any device.
- The Gadget Doctors accepts no liability for loss of data, corrupted files, or software conflicts arising during or after repair.

3.4. **Liquid Damage:** Devices suffering from liquid damage carry a higher risk of unpredictable failure. We cannot guarantee that a liquid damage repair will restore full functionality permanently. Our standard 6 month warranty does not apply to water damaged devices.

3.5. **Unclaimed Devices:** Devices left with us for more than 60 days following completion notification or diagnostic assessment without payment or collection will be deemed abandoned. We reserve the right to dispose of or recycle abandoned devices to recover outstanding diagnostic or storage costs.

4. Pricing, Payment & Warranties

4.1. **Pricing:** All prices quoted on the Site or in initial correspondence are subject to change based on actual device condition and part availability. All quotes will be confirmed before work commences.

4.2. **Payment:** Payment in full is required upon completion of the repair or before the device is released back to you. We accept cash, credit/debit cards, and approved online payment methods.

4.3. Repair Warranty:

- Repairs performed by The Gadget Doctors are covered by a limited warranty starting from the date of collection/delivery (unless otherwise stated in writing).
- **Warranty Exclusions:** The warranty does not cover subsequent accidental damage, liquid damage, physical drops, unauthorised third-party repairs, software/virus issues, or user misuse after the repair date.

5. Intellectual Property Rights

5.1. All content on this Site, including text, graphics, logos, button icons, images, software, and overall design, is the property of The Gadget Doctors or its licensors and is protected by UK and international copyright and intellectual property laws.

5.2. You may not copy, reproduce, distribute, or create derivative works from any part of the Site without prior written consent from us.

6. Limitation of Liability

6.1. **Consumer Rights:** Nothing in these Terms shall limit or exclude our liability for death or personal injury caused by negligence, fraud, or any statutory rights under the UK Consumer Rights Act 2015 that cannot be excluded by law.

6.2. **Exclusion of Damages:** To the maximum extent permitted by applicable law, The Gadget Doctors shall not be liable for any indirect, incidental, consequential, or special damages, including loss of data, loss of business revenue, or loss of profits arising out of or in connection with the use of our Site or repair services.

7. Privacy and Personal Data

Your privacy is important to us. Any personal information provided through the Site or during service inquiries is handled in accordance with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. For full details on how we collect, store, and process your personal data, please email us at help@thegadgetdoctors.co.uk

8. External Links

Our Site may contain links to third-party websites or services (e.g., review portals or social media pages). These links are provided for convenience only. We do not endorse or assume responsibility for the content, privacy policies, or practices of any third-party websites.

9. Changes to Terms and Conditions

We reserve the right to update or modify these Terms at any time without prior notice. Any updates will be posted directly to this page with an updated "Last Updated" date. Your continued use of the Site following any changes indicates acceptance of those changes.

10. Governing Law & Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising out of or in connection with these Terms or the use of our Site/services shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Contact Us

If you have any questions or concerns regarding these Terms and Conditions, please contact us at:

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