

Terms and Conditions of Service

Prices for Nerd Force Engineer Support Time

The initial call out fee for an engineer to visit a client site is £75 and includes 30 minutes of customer support. The client will then be charged at a rate of £75 per hour thereafter. All prices are subject to VAT at the current standard rate and are agreed with the client prior to commencing support.

For clients with an ongoing support contract with Nexus Management (EMEA) Ltd these prices may vary in accordance with the individual client's support contract.

Delivery, Refund and Cancellation Policy

The mechanism and prices for all deliveries will be calculated at the time of order and on the agreement of the customer.

Refunds will be granted on return of faulty goods only. Any delivery charges will be deducted from the refunded amount.

All payment transactions for support services will be charged on completion of the work. Should an engineer not be required once dispatched to a client site a call out charge may be applied. All goods will be charged at the time of order. We will endeavour to cancel any orders that are requested prior to dispatch but cannot guarantee any cancellation. A cancellation fee and shipping charge may be deducted from the refunded amount in the event of returned goods. All goods must be returned in the original unopened packaging unless faulty.

Privacy Policy

Nexus Management (EMEA) Ltd does not store or intend to store customers' financial details- including credit or debit card numbers. If provided with this financial information in order to collect payment from a client we will destroy these details immediately after the collection has been processed.