



TECHBRU
We Make IT Happen

techbru.co.za

NUMBER: 062 237 4345 | EMAIL: INFO@TECHBRU.CO.ZA

5 KILLIAN AVENUE, LIBRADENE, BOKSBURG, 1459.

**MON-FRI: 8:30AM – 16:30PM | WEEKENDS/PUBLIC
HOLIDAYS: CLOSED**

**PLEASE NOTE THAT VISITS TO OUR LOCATION ARE BY
APPOINTMENT ONLY.**

REQUIREMENTS FOR DROP-OFF & PICKUP SUPPORT:

**R200.00 BOOK-IN FEE (INCLUDES TESTING & DIAGNOSIS) - PLEASE NOTE
THAT VISITS TO OUR LOCATION ARE BY APPOINTMENT ONLY.**

REQUIREMENTS FOR REMOTE SUPPORT:

**THE CUSTOMER WILL REQUIRE AN INTERNET CONNECTION FOR US TO BE
ABLE TO CONNECT TO THE PC, WE CAN GUIDE YOU ON HOW TO INSTALL
REMOTE SOFTWARE (ANYDESK & TEAMVIEWER)**

**We understand that every situation is unique, and so are your technology needs.
Choose the service option that suits you best:**

**Please see the end of pricelist for our terms and conditions. Any enquires to be sent
to info@techbru.co.za**

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Drop-off and Pickup Support

Ideal for cost-effective, task-specific services.

Process:

Drop off your device at our premises.

A book-in fee of R200 covers Testing & Diagnosis.

Once the service is complete, pick up your device.

Service Prices:

Router setup: R250

Share devices on network: R100

Printer Installation Including Drivers: R300

Format and Reload: R500

Backup (Files only – Not Programs): R350

Installation/Uninstallation of Software: R250

Virus Scan & Removal: R500

Priority Labour (Hourly): R500

Hard Drive Clone: R350

Configuring Settings: R250

Email Configuration: R250

Desktop Case Transfer: R400

Windows Repair: R400

Feel free to choose the option that aligns with your preferences & requirements. If you have any questions or need further clarification, please don't hesitate to contact us.

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Remote Support

Efficient solutions for software-related issues.

Process:

Connect with us remotely via the internet.

Swiftly address and resolve software issues.

If you have AnyDesk or TeamViewer already installed it would be faster to start sorting the issue out

Remote Session: R250 (first hour), R200 (every hour thereafter)

Services Include:

Software install/uninstall

Account management

Software support

Share devices on a network

Printer Installation Including Drivers

Backup (Files only – Not Programs)

Installation/Uninstallation of Software

Priority Labour

Hard Drive Clone

Configuring Settings

Setup Email

Windows Repair

Virus Scan & Removal

Virus Scan and Removal

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On-site Support

Efficient troubleshooting and setup on your premises.

Process:

Schedule an on-site visit for personalized assistance.

Benefit from in-person troubleshooting and setup.

Service Fee:

On-site Visit: R800 (first hour), R500 (every hour after)

Services Include:

Router setup

Share devices on a network

Printer Installation Including Drivers

Format and Reload

Backup (Files only – Not Programs)

Installation/Uninstallation of Software

Windows Repair

Hard Drive Clone

Configuring Settings

Setup Email/Router

Desktop Case Transfer

Priority Labour

Virus Scan & Removal

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Terms & Conditions

REPAIRS:

Faulty goods must be returned to TechBru Computer Services (PTY) LTD.

Repairs must be returned with a fault report.

Please back up your data on your hard disk drive before sending the PC for Repairs. Our workshop will not be held liable for any loss of data.

TechBru Computer Services (PTY) LTD will provide a quotation for repairs which must be approved by the customer prior to the commencement of repair work.

Rejection of quotation for repair may be charged at a flat rate of R200.00

Workshop repairs carry a 30-day warranty on the repaired item, unless otherwise specified on specific components. The warranty period will commence from the Invoice date.

Any repairs that are not collected after 45 days will be disposed of without further notice.

Any software configuration, installation, or virus removal carried out and demonstrated to the Customer as working correctly is considered from that stage as a completed task. If a similar fault occurs, they will be treated as chargeable and will form a new contract.

TechBru Computer Services (PTY) LTD will only support Operating Systems and Application Software for which the Customer has valid licenses and the original CD's or media on which the software was delivered.

If, during the course of an upgrade and/or repair, it is necessary to reinstall the customer's software or operating system, the customer will have to supply TechBru Computer Services (PTY) LTD with original software installation disks and/or serial numbers and /or product keys. Failure to provide installation disk, serial numbers or product keys may make it impossible to install such software and/or operating systems.

TechBru Computer Services (PTY) LTD reserves the right not to install, reinstall, or test any software we suspect may be pirated or obtained illegally.



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New components installed as the result of a repair or an upgrade will have a one-year warranty from the date of their purchase (unless otherwise specified). No new or additional warranty is given or implied on existing components.

TechBru Computer Services (PTY) LTD does not accept liabilities for any unforeseen hardware failure that occurs while a System or hardware components are in our possession.

TechBru Computer Services (PTY) LTD does not deliver repaired items.

TechBru Computer Services (PTY) LTD is not liable for any consequential loss or expenses, however, caused, including incidental return costs.

RETURNS:

TechBru Computer Services (PTY) LTD does not issue cash refunds.

No credits will be issued on Printer Cartridges, Software, Games, and CD's.

A credit note for the full purchase price may be issued if returns take place within 48 hours provided goods are in their original packaging, including all manuals & software and are in a resalable condition.

Credit notes may be issued for goods returned after 48 hours from date of purchase but within 10 (ten) days. All goods returned are to be correctly packaged. Specifically, goods must be returned in the packaging in which they were received, with all outer boxes and inner packaging intact. Not correctly packaged items will attract a minimum 15% handling charge.

Original invoices must be presented with all returns.

No credit will be issued at all if the return is more than 10 days after the purchase.

TechBru Computer Services (PTY) LTD reserves the right to amend these Terms and Conditions at any time.