



Terms and Conditions

Effective Date: 18 April 2025

Welcome to Wow It Works. By accessing or using our website and services, you agree to the following terms and conditions. Please read them carefully.

1. **About Us**
Wow It Works provides tech support & solutions to customers across the UK. Our website is located at www.wowitworks.co.uk
2. **Use of Our Services**
By using our services, you confirm that:
 - You are at least 18 years old or have permission from a parent/guardian
 - All information you provide is accurate and up to date
 - You will use our services in a lawful manner and for personal or business purposes only
3. **Prices and Payment**
All prices for our services are either clearly listed or will be agreed before any work is carried out and are subject to change. Payment is due upfront. Prices are subject to market pressures and are subject to change without notice. We reserve the right to refuse service if payment terms are not met.
4. **Cancellations and Refunds**
Please see our [Refund Policy](#)
You may cancel a service within 7 of booking, provided no work has begun. Refunds are at our discretion and depend on the stage of work completed.
5. **Intellectual Property**
All content on this site, instore and in use in any of our marketing, including text, logos, graphics, and service descriptions—is the property of WOW IT WORKS Ltd and is protected by copyright laws. You may not copy, distribute, or use any content without our written permission.
6. **Limitation of Liability**
We do our best to provide reliable services, but we are not liable for:
 - Any loss or damage arising from use of our services
 - Delays caused by external factors beyond our control
 - Temporary unavailability of our website or services
7. **Collections & Storage**
We try to carry out our repairs for you in quick time.
We understand that you cannot always rush back to collect your device, so we will keep them safe for you, until you can. Items not collected after one calendar month of you being notified that they are ready for collection will be placed into storage, for which a fee will be payable of £10 each week thereafter, for a maximum of three months.
After such time, if they're not collected and you haven't told us to the contrary, we are going to assume they're abandoned, entitling WOW IT WORKS to take the items into our own possession and sell them on - let us know if you would like us to pass you the proceeds of sale after all relevant fees have been settled.
 - We will cite the Interference with Goods Act 1977
 - We will notify you and we will keep record of all of our communications.
 - We will send a formal email or letter stating the device has been ready for collection for more than three months.
 - We will uphold the facts that we have made multiple efforts to contact you.
 - We will begin disposal of the device within seven days for our formal communication.
 - If requested we will disclose the value of any remuneration, deduct it from any fees and reimburse you the surplus.

We will work hard to communicate with you and can be very understanding of events and situations that may affect your ability to come and collect devices.
8. **Warranty**
All of our PARTS and LABOUR have a 12-month warranty.
Validity of this will be assessed at the time of need. We reserve the right to honour warranty at any time.
PARTS and/or LABOUR cannot be covered in any way if...
 - The parts are damaged in any way or if the device has been subject to an environment not suitable for its function.

- The equipment has been used for any purpose other than what it was designed.
- The power source to the device has come from any other source other than the original.
- The work or parts have been touched or interfered with by anyone other than WOW staff.

9. **Check your Change**
While we make every effort to make sure money is handled with accuracy and respect, mistakes can be made.
Please check your change before leaving the store.
Once you leave our store we cannot help rectify any discrepancies.
10. **Device Hygiene**
We love fixing things, but not dirty devices.
If we have to clean your device before we can fix it, we will have to charge you an additional £15
11. **Diagnostics**
We take our time here at WOW IT WORKS to make sure we know exactly what is wrong with your device before we fix it.
Making sure you have all the correct information to make an informed decision.
Our diagnostics and investigations can take up quite a considerable period of time.

There is never any pressure for you to carry out a repair once you know what is wrong.
This is why we charge a flat £30 for initial diagnostics.
This charge may be in addition to any repair work.
12. **CCTV**
We have 24/7 Cloud based protection of our shop, store rooms and staff.
We record all movements on these premises and store those recordings on the cloud, on the internet.
We regularly work with the police, to provide images of people passing, incidents nearby and with issues that directly affect us.
We will make any recordings on you available, in the interests of our safety, public safety and crime prevention.
13. **Call outs**
Appointments are based on an hourly schedule of £50 per hour.
All appointments are subject to availability and need to be paid for in advance.
Missed callouts for reasons beyond our control will not be refunded under any circumstances.
14. **Privacy**
Your privacy is important to us. Please refer to our Privacy Policy for information on how we collect and use your data.
15. **Governing Law**
These terms are governed by the laws of England and Wales. Any disputes will be handled in the UK courts.
16. **Changes to These Terms**
We may update these terms from time to time. Any changes will be posted on this page with a revised effective date.
Continued use of our services implies acceptance of the updated terms.
17. **Contact Us**
If you have any questions about these terms, please contact us:
01646476119 info@wowitworks.co.uk