



COMPUTER MAINTENANCE PLAN

LONDON

Expert Care. Maximum Uptime.
Total Peace of Mind.



MONTHLY MAINTENANCE PLAN

CUSTOMER INFORMATION GUIDE & SUBSCRIPTION TERMS

A simple monthly service designed for homes, professionals and small businesses that want reliable technology support without managing everything themselves.



How it works ?

Choose a plan, pay monthly in advance, and our technicians will provide ongoing support in line with your selected package. Your first 12 months form the minimum commitment. After that, the plan continues month-to-month until you cancel in writing.

Choose the plan that suits you

Monthly

Save 2 Months

Yearly



BASIC

Essential Support

£19/month

Perfect for home users who want reliable support and peace of mind.

- ✓ Remote technical support
- ✓ System health checks
- ✓ Software updates
- ✓ Virus & malware removal
- ✓ Email & internet troubleshooting

Choose Basic



STANDARD

Complete Care

£39/month

Ideal for professionals and small businesses that need comprehensive maintenance and faster support.

- ✓ Everything in Basic
- ✓ Priority support (faster response)
- ✓ Hardware diagnostics
- ✓ Performance optimisation
- ✓ Data backup guidance
- ✓ Network & printer support
- ✓ Up to 5 devices included

Choose Standard



PREMIUM

Maximum Protection

£59/month

For those who want the highest level of support, security and proactive monitoring.

- ✓ Everything in Standard
- ✓ 24/7 priority support
- ✓ Proactive system monitoring
- ✓ Advanced security management
- ✓ Data recovery assistance
- ✓ On-site support (London area)
- ✓ Up to 10 devices included

Choose Premium



Reliable Support

Keep your devices running smoothly.



Expert Technicians

Friendly, experienced professionals.



Maximum Uptime

Less downtime, more productivity.



Peace of Mind

Focus on what matters while we handle the rest.



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Prices shown are the approximate monthly amounts in the supplied plan artwork. The exact amount payable will be confirmed on your order or subscription form before you agree.

How the service works

1



Choose your plan.

Select Standard, Gold or Platinum and review the plan benefits shown at the time of sign-up.

2



Tell us about your equipment.

Provide your contact details, service address and information about the computers or devices you want us to maintain.

3



Arrange maintenance.

We arrange the technician visits and support included in your selected plan. Visit frequency and response arrangements depend on the plan.

4



Keep your technology looked after.

We provide the agreed maintenance and support during your active subscription. Work or items outside your plan will be discussed and quoted separately before chargeable work begins.

Subscription at a glance



Initial term

12-month minimum commitment, subject to applicable statutory cancellation rights.



Payments

Monthly instalments are payable in advance at the agreed amount.



After 12 months

Automatically continues month-to-month until cancelled in accordance with the agreement.



Cancellation

After the initial term, provide at least 30 days' written notice to info@thorcomputer.com.



TERMS & CONDITIONS

MONTHLY SERVICE PLANS | Thor Computer | Effective 4 October 2026



By selecting the required agreement checkbox on the Thor Computer subscription form and submitting the form, you confirm that you have had the opportunity to read these terms and agree to them, subject to your statutory rights.



1 SUBSCRIPTION TERM

Each plan has an initial 12-month minimum commitment from the agreed start date, with monthly instalments payable in advance. After the initial 12 months, the subscription automatically continues on a rolling monthly basis until cancelled. The customer may cancel after the initial term by giving at least 30 days' written notice to info@thorcomputer.com. Nothing in this section removes any statutory cancellation right, including applicable 14-day rights for distance or off-premises contracts.



2 PAYMENTS

The monthly fee will remain fixed during the initial 12-month term unless a change is mutually agreed or legally permitted. After that term, any proposed price change will be notified at least 30 days in advance. A seven-day grace period applies to overdue payments. If payment remains unpaid, Thor Computer may suspend services after notifying the customer. A £15 reinstatement fee may be charged only where lawful, fair and proportionate, and disclosed before it is incurred. Persistent non-payment may lead to termination and referral of a lawfully recoverable debt to a debt recovery provider. Any claim for remaining instalments or early termination compensation must be legally recoverable and fair and proportionate: the full remaining balance does not automatically become payable simply because of a missed payment. Bank or payment-provider fees will only be charged where lawfully recoverable and properly disclosed.



3 SERVICES

The services included are those in the selected Standard, Gold or Platinum plan as specifically presented to the customer at the point of purchase. Accidental or liquid damage, unauthorised repairs or modifications, consumables, software licences, replacement parts and specialist data recovery are excluded unless the customer's plan expressly states otherwise in writing. Work outside the agreed plan will be quoted separately and will require customer approval before it starts. For locations outside the core London service area, any travel fee will be confirmed and agreed in advance. Customers should maintain their own backups. Thor Computer will take reasonable care of equipment and data, but cannot guarantee against data loss; this does not exclude liability where Thor Computer is legally responsible.



4 CANCELLATION & TERMINATION

After the initial 12-month term, cancellation requires at least 30 days' written notice. During the initial term, early termination may be agreed in writing, or may be available where Thor Computer materially breaches the agreement and fails to remedy a remediable breach within 14 days of written notice, or where the customer has a statutory right to terminate. Where a customer has no contractual or statutory right to end the agreement early, Thor Computer may seek only fair and proportionate compensation for demonstrable loss, subject to consumer law: all remaining instalments are not automatically due. Thor Computer may suspend or terminate services for serious misuse, materially false information, threatening or harassing conduct, serious breach or persistent non-payment, taking reasonable steps and giving notice where appropriate. Refunds are assessed in accordance with the agreement and applicable law. Statutory cooling-off rights, including applicable 14-day cancellation rights, remain unaffected.



5 LIABILITY & GOVERNING LAW

Thor Computer will provide services with reasonable care and skill. To the extent permitted by law, liability for a claim may be limited to the subscription fees paid or payable for the three months immediately before the event giving rise to the claim. This limit does not apply where prohibited by law. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any statutory consumer right or other liability that cannot legally be excluded. To the extent permitted by law, Thor Computer is not liable for indirect or consequential loss. This agreement is governed by the laws of England and Wales, subject to any mandatory consumer protections and jurisdictional rights.



6 CONTACT

For plan questions, maintenance appointments, billing enquiries or cancellation requests, contact Thor Computer at info@thorcomputer.com or visit www.thorcomputer.com. Service coverage: Mitcham & Southwark, London.



AGREEMENT THROUGH THE WEBSITE FORM

The customer accepts these terms by actively ticking the required, initially unticked checkbox on the Thor Computer subscription form and submitting the form. The checkbox must not be pre-selected. The customer should be able to open and download this PDF before acceptance. Thor Computer should retain a record of the customer's acceptance, the date and time, the selected plan, the price and the version of these terms accepted.

Suggested checkbox wording for your website:

☐ I have read and agree to the Thor Computer Monthly Maintenance Plan Terms & Conditions. I understand that my subscription has an initial 12-month commitment, with monthly payments in advance, and will automatically continue month-to-month after the initial term until cancelled in accordance with the terms. I understand that statutory cancellation rights still apply.

Important implementation note: Make the checkbox mandatory and leave it unchecked by default. Link the underlined terms text directly to this PDF. If your form has separate consent for marketing, keep that separate and optional.