



Fast and Easy Computers

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The difference between a PC/Notebook purchased from the Internet or a standard retailer and one prepared by Fast and Easy Computers.

	Online	Our standard package
Delivery	£5-£40	You can pick up for free
Setup Onsite	None	Available as a charged service.
Windows Updates installed	Only those available when at factory	The latest updates, pre-tested. If we have machines in stock, they are usually pre-prepared.
Machine Pre-test	Factory test prior to shipping	Extended testing as we add updates and prepare
Pre Installed software configured	No	Yes
Battery Charged (notebook)	Partial	Full
Office, Adobe, Anti-virus and other software updated and installed	No	Yes
Remote support for 1 month	No	Included with new machines
Printer Configuration	No	Call us, and we can often configure your printer remotely when you get home
Internet account setup	No	Basic account access is set up as part of the half hour we include with new machines.
Data and email Transfer from old system	No	We provide approximately half an hour of configuration post-sale for free; extra time is chargeable.
Internet account security checks and lockdown	No	Included in the half an hour free, however, we often see this taking a long time to fix the necessary security. That extra time is chargeable at our standard service rate (£40/£75/£150).
Warranty Returns	Minimal assistance	We will handle returns free of charge if you bring them to us. No forms, photos, description battles or courier troubles.

Our packages are designed around making your new machine work securely out of the box. Many computers are sold nowadays missing updates, poorly configured and with very little support. We don't think you would buy a car dirty, low on fuel, oil and water, so why should a computer be sold similarly unprepared?

Our standard package includes the essentials most people need. We patch and prepare your machine before you use it. If your security online is up to scratch, the half hour we include with new machines gets you all configured and ready to go.

However, we often see users with insecure online accounts, as it's a good time to secure these with a new machine purchase; we charge for the extra time beyond the free half an hour for this.