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Laptop Repair: Some Additional Services Offered by Service-Providers

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Apart from the normal suite of repair services like onsite/offsite repair, maintenance, tune-ups, upgrades or trade-in offers, many service providers give a range of additional services. Laptop users can avail of a variety of goods and services from the same provider, if they have already established a good long-term relationship, this also becomes very useful for both parties.

Let's take a look at some of these additional features:

Guaranteed terms and conditions like instant response, 24x7 help-desk, fixed hourly charges, automatic warranty for work done, no-charge for non-resolution of the problem, weekend and holiday services, remote help in any part of the world, dedicated personnel for every customer, no first visit or minimum fee requirement etc are all unique services that may be offered by different businesses.

A very useful feature is concierge services, which can pick up and drop off the customer's machine, so that they don't have to waste commuter time or valuable work time.

Range of services may include servicing and repair of all kinds of devices including laptops, PCs, hand-helds, smart phones, tablets etc. A good service provider keeps abreast of the latest developments in the field and is able to advise you on what to buy and also provide repair solutions.

Regular maintenance calls, free consultation services and check-up coupons are offered by many services. Newsletters, information updates and customer clubs are a feature that keeps the customers bonded and abreast of new developments.

Hassle-free onsite services are constantly being improved by giving customer-service training to repair personnel. They are also given refresher courses and training to improve their skills. This ultimately benefits both the business and the customer.

Single-use and Just in Time contracts are another good feature which may save money for customers, since they don't have to lock up a large sum in annual service contracts.

Software is developing much faster than hardware, hence most repair-services keep themselves up-to-date with the latest in the field, including entertainment software, gaming, graphics etc. A good service-provider encourages customers to use only registered software and can provide the latest upgrades legally.

Back-up and security are of prime importance and good service providers can guarantee the protection and confidentiality of your data. Some of them give a written receipt assuring you that your data will not be misused.

Data recovery services have gained huge importance as viruses, spyware and malware have grown in proportion to the developments in software. Many laptop repair services can retrieve lost data and provide help to prevent further such losses.

While choosing the right laptop repair service, make sure that you check out the additional services they offer.

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