



Starlight Electrical & Security Solutions Ltd.

Terms and Conditions

Our Remote Assistance Disclaimer

Whilst we embark on taking all due care in the use of your computer, Starlight cannot guarantee this service will resolve the IT problem or that the attempt to resolve technical issues will not cause additional problems or further support call. Starlight is not liable for any consequential damages and it is the Customers responsibility to backup all applications and data prior to the session.

NB. Please close any personal or confidential information on your screen, as the technician will be viewing your desktop.

By using this Remote Assistance Service you understand that:

- All remote service and software provided "as is" and at customers sole risk.
- You are responsible for the backup of your data and applications.
- Starlight is not liable for consequential damages of any kind.

Starlight is not liable for unauthorised access to anybody's computers via the remote software 'Zoho Meeting' (anyone can connect to your computer using Zoho Meeting' , however they will need the password/unique identifier to do so)

- Starlight and its colleagues will not disclose passwords or IDs to any undisclosed 3rd party.

The Software/Application:

Starlight uses the software 'Zoho Meeting' to provide remote assistance and technical support. Features of this software include:

Easy to use and totally secure. You are in full control and can end the session at any time.

Completely secure data channels with key exchange and session encoding, the same security standard used in HTTPS/SSL technologies - the gold standard in security on the internet.

Ability to diagnose and resolve problems remotely.

Allow your Technician to view or control your desktop.

Transfer files via direct transfer to or from the Technical representative (optional).

Zoho Meeting will be installed a small file onto your computer or via a mobile app so that we can obtain remote access at any time with your permission. If you wish to uninstall the software please follow the software uninstall guidelines available from Zoho Meeting.

Connecting to your Computer or Mobile Device:

When you have agreed to use our remote service you will need to initiate a secure connection with one of our Technicians.

In order to create this connection, you will be emailed a link to download a module to your system that will communicate with our engineer's computer. Our engineer will explain how you can download this module.

Note that if you do not agree to these terms and conditions Starlight Electrical & Security Solutions Ltd will not be able to provide the Remote Assistance Service. Starlight reserve the right to withdraw the service at any time and take no responsibility for any out of pocket expenses, installation fees of third parties or individuals as a result.