

AdHoc Support and Service Terms of Engagement v1.10

Pricing

Unless otherwise specified:

- all pricing is exclusive of GST,
- all pricing is in Australian Dollars,
- all hardware/software quotes are exclusive of installation, delivery or onsite support fees.

There are no refunds on any services or products.

Minimum onsite support is ½ hour. Minimum remote/phone support is ¼ hour. Support is then charged in 15 minute increments.

All other support is charged in 15 minute increments.

Invoicing

Hardware and Software purchases must be fully-paid prior to Computer Whisperer ordering or delivering any parts. These invoices will typically not contain any labour.

Unless agreed with you otherwise in advance, Computer Whisperer will issue invoices after completion of a job/ticket for labour and sundry parts used.

Invoices will contain a summary breakdown of the work provided by Computer Whisperer during the job/ticket, and will be sent electronically in PDF format.

Payment and Fees

Unless agreed with you otherwise in advance, all post-service invoices are due and payable within 7 days of the date of the relevant invoice.

Post-service invoices may contain a \$25.00 Accounting Fee which is only applicable if funds are not cleared by the due date.

In the event of late, or non-payment of any invoices, Computer Whisperer reserves the right to:

- charge at its principal hourly rates for time spent recovering debts; and/or
- charge any fees and/or costs that we may incur with any third party as a consequence of the failure of the invoice in question; and/or
- temporarily or permanently stop providing services until such time as payment has been received in full; and/or
- charge an administrative fee of \$50 and/or 5% of the amount of the payment.

Dishonoured cheques will incur an \$80.00 Processing Fee on top of any other fees or charges that the dishonoured cheque creates according to late payment terms as stated in this document.

- Complaints** If you have any complaints about the work that Computer Whisperer provides, you should first raise your concern with your consultant or technician, outlining the reasons for the complaint.
- In the event that they cannot resolve the issue to your satisfaction, you should then contact the Managing Director of Computer Whisperer.
- Relationship** Nothing in these terms of engagement creates any agency or partnership or any relationship of employee/employer. Computer Whisperer's status is that of an independent consultant.
- Terms** These terms and conditions will apply to all work undertaken by Computer Whisperer on your behalf, and will supersede and override any terms and conditions provided by you.
- Warranty** New parts have a 12 month "return-to-base" warranty unless otherwise stated.
- Pre-owned parts have a 30-day "return-to-base" warranty unless otherwise stated.
- Warranties are on parts only; labour charges will be applicable, unless otherwise stated.
- Unless otherwise specified, "return-to-base" means returning the faulty equipment to a specified address at Capalaba, Queensland, Australia during business hours.
- If you wish Computer Whisperer to assist with warranty pickups and deliveries, further charges may be incurred.
- Guarantee of Work** Any issues that arise after a service/job/ticket must be reported within 7 days. After that it is then chargeable to correct.
- Within the 7 days, if the reported issues have been caused by a fault different from the original incident, then the fault is chargeable to correct according to standard fees.
- Validity** These Terms of Engagement are valid for 12 months from the 1st of January and are extended to cover any work in progress over the 12 month period.
- Computer Whisperer reserves the right to change these Terms of Engagement and will publish on the Computer Whisperer website <http://www.computerwhisperer.com.au> accordingly
- All labour pricing is subject to change on January 1st.

Approval

Date

Your Name

Your Position

Your Signature

Expenses (toll, parking etc)	✓
Callout Fee	Travel time Per hour
Desktop Engineer	\$110
System Engineer	\$140
Network Engineer	\$180