

Equipment Repair Request

Billing Information

Bill to: _____

Postal Address: _____

Street Address: _____

Telephone: _____ Fax: _____ Mobile: _____

Contact name (if required to discuss repair issues): _____

Equipment Information

Type: _____ Manufacturer: _____ Model: _____

Serial No: _____ Warranty: Yes/No Purchase Date: _____

Windows Username & password (if required): _____

Internet provider, username & password (if required): _____

Additional parts supplied (cables, software, cartridges, spares etc.): _____

Description of fault/work required: _____

Data Backup Status *(if applicable)*

- I have backed up my data.
- I have not backed up my data and do not want it backed up.
- I would like you to back up my data before proceeding (an additional charge of \$50 + GST applies).

Charges Instructions

- I am an account holder, please debit my account
- I am not an account holder. A minimum service fee of \$50 + GST is payable in advance and any balance is due on collection.
- All repairs are covered by the equipment warranty. If the warranty is declined by the manufacturer for any reason you will be liable for our minimum service fee (\$50 + GST) and no additional work will proceed without your authorisation.
- Please provide an estimate of costs if the minimum service fee will be exceeded.
- Please proceed with the repair to a maximum value of \$_____, after which an estimate of additional costs is required.
- If the equipment proves uneconomic to repair, please provide a quotation for an equivalent replacement.

Terms and Conditions of Service

(Important, please read carefully)

Authorisation

The client authorises ComputerCare to take all reasonable steps to return the equipment to good working order subject to the Charges Instructions above.

Definition

Job Completion is defined as the point at which the repair has been made or the client has declined to proceed further, subject at all times to the Charges Instructions.

Payment

Where the client has an existing credit account facility with ComputerCare, charges pertaining to the work done will be invoiced on completion of the repair and will be payable by the 20th of the month following. Where accounts are not paid, ComputerCare reserves the right to withdraw or withhold further repair services at its discretion.

Advice on Completion

ComputerCare will take all reasonable steps to advise the client when the repair has been completed. Any equipment not collected after 90 days from the date of repair becomes the property of ComputerCare.

Charges

The cost of the repair will comprise labour plus any parts used and disbursements incurred. Disbursements may include Internet charges, toll calls and software license usage charges. The labour rate for service conducted in the ComputerCare workshop is \$95 + GST per hour with a minimum service fee of \$50 + GST. On site service carries an additional charge of \$10 per job. There may be additional charges for ongoing phone support not directly related to the reported fault.

ComputerCare Repair Guarantee

All repairs performed by ComputerCare are guaranteed for 30 days from the date that the repair is been completed. All labour charges incurred in the original work undertaken will be applied to any new work done, however any additional parts required will carry the appropriate charge.

In cases where parts are replaced, the new part is guaranteed by ComputerCare for 90 days from the date of the repair, or longer if the manufacturers warranty exceeds 90 days.

This guarantee applies to repairs performed on equipment for the fault(s) described above particular to this job. If your equipment develops a new fault within the 30 day period after your equipment was repaired, the new fault will be treated as a new repair and bear charges as usual.

Client Responsibilities

The Client is required to provide all relevant information and access to the equipment when requested to ensure the repair can be completed. This includes usernames, passwords, details of associated equipment, configuration changes and repairs previously made to the equipment, Internet connection information, usage habits, operating environment details, purchase details. Should relevant information or access to the equipment not be forthcoming, ComputerCare will deem the job complete and the Client will pay all charges incurred to that point.

Limitations

The client acknowledges that payment of the minimum service fee may apply for an assessment only and applies whether or not the repairs are completed, even when a successful resolution cannot be made.

Warranty Issues

Warranty cover is limited to the terms and conditions of the manufacturers warranty and ComputerCare bears no responsibility for these. Should the manufacturer decline warranty on the equipment to be repaired, the client will be responsible for payment of the minimum service fee. Any further work required will only be undertaken at the express approval of the client.

Computer warranties do not cover software related problems of any nature. Any work required to reinstate the software functionality of a computer will be payable by the client. This includes reinstallation and configuration of operating systems and application software.

Repair charges may be the responsibility of the client if the equipment requires cleaning to resolve a fault symptom or if the equipment has been dropped, had liquid spilt on it or otherwise mishandled or abused.

Replacement parts and equipment carry no warranty of their own and are covered only for the term of the original equipment warranty.

Sub-Contract

ComputerCare reserves the right to sub-contract all or any part of its obligations under this contract to another party.

Liability

ComputerCare employees, contractors or agents will not be liable in contract, tort (including negligence) or otherwise to compensate you or any employees or agents thereof for any loss, injury or damage arising directly or indirectly from any omission, error default or delay by ComputerCare employees, contractors or agents or for any failure of the services provided except where such loss, injury or damage is the direct or indirect result of an intentional act. Such loss (whether direct or indirect) includes loss of profits, revenue, actual or potential business opportunities, contracts or anticipated savings or profits or any indirect or consequential loss whatsoever notwithstanding that ComputerCare employees, contractors or agents have been advised of the likelihood of such losses. ComputerCare takes no responsibility for the loss of client data during the repair process.

Privacy

ComputerCare will handle clients' personal information in accordance with relevant laws and with integrity. It is acknowledged that the service technician assigned to the repair will have unimpeded access to any data stored on the equipment being submitted for repair. This data will not be disclosed to any other party without the implicit authorisation of the Client. No client data will be retained by ComputerCare after the repair job has been closed without the express permission of the client.

Declaration

I certify that the above information is true and correct and that I authorise ComputerCare NZ Limited to repair the equipment detailed above. I have read and understand the Terms and Conditions of Service above and I agree to by these conditions and confirm that I am authorised to make this declaration.

Signed: _____ Date: _____
Proprietor/Partner/Director/Authorised Signatory (please circle one)

Full Name: _____ Position: _____