



STANDARD SERVICE CHARGES / REPAIR POLICY TERMS & CONDITIONS

(Updated. Applies from 1st July 2022)

1. You will be given opportunity to read these terms and conditions at book-in. Your payment of a deposit confirms acceptance of them.
2. Our Standard Labour Rate is \$140 per hour (Inclusive of GST)
For non-account customers a \$140.00 deposit is required at book in - for each unit.
3. Discounted Rates may be applied to higher volume users of our services. Ask for further information. e.g. Studios, Education, Broadcasters, NGO's, Essential Services, Churches etc
4. Repairs up to \$200 will **auto-proceed**. If the cost is likely to exceed \$200 you will be consulted. A different threshold can be set but must be requested and noted at the time of booking.
5. Quote Fee is \$140 per item (Incl. GST) - This covers the first hour of Labour, to assess faults and where possible, complete the repair within that hour. The quote fee is not refundable, if you choose not to go further with the repair, or if the unit is unrepairable due to the unavailability of any required spare parts.
6. For Quick Jobs – Our Minimum Labour charge is \$70 (Incl. GST)
7. Where No Fault is Found and 1/2 hour or less, assessment time was spent the Fee is \$70
8. On Warranty Repairs, when no fault is found, the manufacturer, in most cases, will not pay for our time. A fee of \$88 is payable by the equipment owner on collection. Owners unhappy with this need to resolve the matter with their Retailer and/or the Manufacturer.
9. Our Labour Rate for making Custom Cables is \$120 (Incl. GST) per hour.
We allow 15 minutes per connector, plus the cost of the materials
10. Data Backups are the customers responsibility.
11. We accept no liability for lost or corrupt data.
12. Factory / Default settings may be (unavoidably) restored during the service process which may erase any personalised custom settings.
13. There is a 90 Day Parts and Labour Warranty on work performed by us. Manufacturers provide to us a 90-day warranty on supplied parts.
14. Equipment not collected within 6 months of completed job notification, may be sold to recoup the repair costs and free up storage space.
15. We are not liable for damages done to your unit while in transit to our premises.

You do not need an appointment to drop off your repair

Level 2, 34 Campbell Steet Bowen Hills Qld 4006

Mon - Fri 8:30am - 5:00pm Saturdays 9:00am - 2:00pm

On Site Parking available at the rear of the building on Level 2