

STANDARD SERVICE CHARGES / REPAIR POLICY TERMS & CONDITIONS

(Updated. Applies from 1st July 2026)

- 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 \$180 per hour (Inclusive of GST) 1 hour deposit at book in.
Sony Projector Rate is \$225 per hour (Inclusive of GST) 1 hour deposit at book in.
Vintage Repair Rate is \$180 per hour (Inclusive of GST) 2 hour deposit at book in.
For non-account customers a **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, Essentials Services, Churches etc
4. Repairs up to \$270 **will auto-proceed**. If the cost is likely to exceed \$270 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 \$180 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 non-refundable, if you choose not to go further with the repair, or if the unit is unrepairable due to the unavailability of any required parts.
6. For Quick Jobs – Our Minimum Labour Charge is \$110 (Incl. GST)
7. Where **No Fault is Found** – Minimum Fee is \$110
8. **On Warranty Repairs, when no fault is found**, the manufacturer, in most cases, will not pay for our time. A fee of \$110 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 Labor Rate for making Custom Cables is \$150 (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 setting 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 re-coup the repair cost and free up storage under the Disposal of Uncollected Goods Act 1967**
"The Disposal of Uncollected Goods Act 1967 covers inspection, custody, storage, repair and other treatment of goods. Under this Act, uncollected goods may be sold six months after the date on which they were ready for collection."
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 Street Bowen Hills Q 4006
Onsite parking available at rear of building on Level 2