

3 YEARS ON-SITE WARRANTY TERMS AND CONDITIONS

Items Covered

The on-site warranty applies only to the computer and hardware items listed on the invoice. It does not cover any equipment, items, products or accessories not identified on the invoice. The warranty does not cover any software or programs that were supplied with or on the computer.

The warranty does not cover the following:

- Any software, programs, loss of data or computer viruses.
- Damage caused by the telephone line, modem, power supply or power surge.
- Damage caused by flood, fire, lightning or corrosion.
- Damage caused by operator error, equipment misuse, negligence or an unsuitable environment.
- Damage arising from normal wear and tear.

It is recommended that a surge protector or uninterruptible power supply be used to protect the computer from some of the above situations.

Service Call

For a service call to be made, the customer must place a service call with the staff at Foundation IT within the warranty period and must be able to quote the serial number of the computer to be repaired. A time will then be arranged that is mutually acceptable to the customer and the service agent for the on-site service to be performed. If the customer is not able to provide the service agent access to the computer for repair at the time agreed upon, the customer will be charged for the call out at the hourly rate that applies at the time. If the call-out is based upon any software error rather than hardware error, rectification of the software error will be charged to the customer at the hourly rate that applies at the time.

If the service job is to be performed outside the serviceable area (165km radius of Brisbane CBD), Foundation IT may elect to have the machine returned via freight to the nearest service location at the expense of Foundation IT.

If a repair, modification, upgrade or maintenance of the equipment is performed by any person other than an authorized service agent of Foundation IT, this will void the warranty.

Limitation of Liability

Foundation IT is not responsible for any lost data or loss caused from computer downtime. It is recommended that all data be backed-up in an appropriate manner by the customer.