



## **Campus Computers – Terms and Conditions**

The document contains terms of agreement between you the client and us Campus Computers. If you do not agree to these terms and conditions then we are unfortunately not able to provide our services to you.

### **Property**

Any client's property that is not collected within:

- 30 days of notification to collect (and services have not been paid for)
- 3 months after date of notification to collect (and the services have been paid for)

will become the property of Campus Computers. At this stage we reserve the right to dispose or use the machine and components or peripherals in any matter we should choose to.

### **Limited Liability**

The client must accept there are risks associated with the repair or any IT service. Risks could result in damage to your property. It could also mean the loss or corruption of data. Our clients must accept that Campus Computers is not liable for such damage or loss.

In the event of unintentional damage to components, peripherals, the screen or any other equipment regarding a client's computer we will whenever possible replace the damaged component/equipment. However, it may be replaced by a refurbished part. This depends upon the cost of the replacement part and/or equipment and the value of your property.

Campus Computers strongly encourage that if possible, a client should do a full backup of data and system prior to any repair or IT service being provided by us.

### **Payment**

Payment is due in full upon completion of the agreed services. Payment is required prior to the release of the client's property.

## **Warranty**

Any computer components purchased and installed on a client's behalf are covered by the manufacturers or sellers' warranty. They are not covered by a warranty with Campus Computers. In most cases with a component failing under warranty and it is a repair job that we have previously undertaken, Campus Computers will supply labour to reinstall the part for no additional charge.

We provide a 3-month warranty on our labour for general repairs and IT services. We provide a 6-month warranty on our labour for any new computer builds that we do for clients.

Any changes or modifications made by the client during the warranty period that results in errors or damage to the services provided by Campus Computers will void the warranty.

## **Malware Removal**

It is very difficult to provide a warranty of this type of service as whilst a machine may leave our office clean of all malware, the client's computer may later once again become infected either with the same malware or a new type of malware.

Should this occur we reserve the right to the determination of whether the malware infection occurred after a successful malware removal service or our malware removal services was not 100% successful. If we determine the error was on our part, we will undertake a second malware removal service at no additional cost.

## **Services and Pricing**

Campus Computers ensures to take care of your equipment/devices, but is not liable for loss or damage to any data or equipment left in our possession.

There is a \$50 inspection/diagnosis fee if you do not proceed with the recommended repairs. Any changes arising from out of scope manufacturer warranty repairs will be borne by the owner of the unit in question (e.g. freight, software issue, water or physical damage).

Note that repairs to the value of \$80 will be done without notification.

Campus Computers will always endeavour to maintain that services and pricing are up-to-date on our website. Pricing and services advertised elsewhere on the internet may be out-of-date. The prices and services as stated on our website shall override any other advertised price.

## **Our Website, Copyright and Usage of Material**

All content on this website is the property of and copyrighted by Campus Computers. Any reproduction, modification, republication or distribution of the content of this website is strictly prohibited.

Any information provided on this website should not be taken as fact or 100% accurate. Campus Computers endeavour to provide useful and accurate information to our clients. However, we will not be held liable should the information be incorrect or out-of-date.

Campus Computers also endeavours not to infringe any copyright of another other business or organisation.

## **Data Backup**

Campus Computers will only backup your data if the service specifically requires this or the client requests this service. In undertaking a backup, we will endeavour to copy all files and data possible. We will not be liable for failure to copy data that is located in an obscure location. It is the responsibility of the Client to inform us should files and folders be located in an unusual location on the hard drive.

Campus Computers only backup user files and folders. The backup does not include programs beyond the standard operation system. Any addition programs will need to be re-installed by the client. We can install your other programs, but it will be for an additional charge.

## **Screen Replacements**

Campus Computers accept no liability for screen damage caused by a client after replacement and this is not covered under any warranty. Any screen repair faults need to be reported within a maximum of seven days of service.