

TERMS & CONDITIONS

Warranty

1. Warranty starts from the invoice date and covers only hardware items, including any fixtured supplied and installed by IT8 (IT8 Business IT Services). Software issues are not covered under warranty. Software issues are not covered by our warranty (virtually they are not covered by any shop's warranty) because users of computers have exclusive control of what software to install, how to configure and what operations to take place. Even most commonly used software from Microsoft have unclear number of faults and bugs which may cause unpredictable results under certain configuration, not to mention the overwhelming number of shareware and freeware available in the internet and from other unreliable sources. Not to forget viruses/worms are just ill-minded software aiming to damage computers or steal information from computers.
2. All new computer system components include one (1) year return-to-base parts and labor warranty (however some parts often have three-year manufacturers' warranty such as monitors, unless otherwise specified).
 - 2a. Should extended Warranty be arranged this will be as per the purchase agreement.
3. All new parts and accessories include one (1) year return to base or return to service center warranty.
4. Repair works, second hand systems and second hand parts include thirty (30) days return to base warranty.
5. Warranty periods for monitors, printers, modems, mouse & keyboard, laptops, NUC's and other peripheral devices vary (minimum one year) and are subject to individual manufacturer's warranties. IT8 normally does not handle warranty work directly for some of these items (some items are to be returned to manufacturers' service centers). Ink cartridges and laser toner cartridges cannot be returned after they are opened.
6. IT8 is not responsible for data loss incurred during warranty or service period. Data corruption and data loss can occur due to hardware fault, physical impact, software malfunction, virus attacks, hacker attacks, users' operational mistakes, environmental issues and many other factors. Theoretically it can occur at any point of time, including during the time the computer systems or data storage devices are being serviced by our professional staff. While IT8 staff will be extremely careful and take all precautions and measures whenever it is necessary and feasible about users' valuable data, we do not take final responsibility for customer's data security and integrity. Data backup is customers' own responsibility. Customers are urged to have minimum two back-up points of critical data (1 Onsite, 1 Offsite).
7. IT8 is not responsible for any damage incurred to and/or caused by items not purchased from IT8 but will handle items with care.
8. Warranty does not cover damage, malfunction or failure resulting from accidents, virus, misuses, misapplication, improper or unauthorized repair, neglect, modification or use of unauthorized parts or accessories, or improper voltage.
9. IT8 does not recommend or support CPU over-clocking. Customers doing so void IT8 warranty.
10. IT8 is not obliged to configure settings for a particular network or ISP that IT8 is not associated with or paid for by customers.
11. All systems and parts remain property of IT8 until fully paid and invoiced for.



Invoices and Accounts

You will receive your invoice via email from:

"message-service@post.xero.com", which comes directly from Xero, our company's accounting package.

If we do not have your email address, it will be posted to you via Australia Post.

Please be aware that any parts over \$300 will be charged for in full prior to us delivering them to you. Parts under \$300 will be charged for on our regular invoicing run.

We have 14-day payment terms on our invoices for everything (unless specifically negotiated) except parts over \$300, and we appreciate you adhering to these.

If you are aware of an issue related to prompt payment of an invoice, please call Accounts on 1300 598 009.

If an account becomes overdue, IT8 reserves the right to stop all future support/services until the account is paid in full.

Late Payment Fees: Any invoice that remains unpaid after the due date will incur a late fee of \$25 per week (or part thereof) for each week the invoice remains overdue. Late fees begin accruing the day after the due date and continue until payment is made in full, including all accrued late fees.

After Service Care Agreement

Following any remote or onsite technical support carried out by IT8 we offer:

- **72-Hour Technical Support Cooling-Off Period**

All work and services provided by IT8 team members include a 72-hour support window. This allows you time to test the solutions or fixes to ensure everything is functioning as expected. If you require assistance or have questions relating to the original work within this timeframe, we will provide follow-up support free of charge.

- **Unrelated Work Charged Separately**

Any work requested that is not directly related to the original service will be billed at our standard rate.

- **Call-Out Charges for Unrelated or Resolved Issues**

If a call-out is requested within the 72-hour period because the client believes the original issue still exists, but it is determined that the issue is unrelated or already resolved, the call-out will be charged at our normal rate.

- **Support Channels Offered**

Support is available via phone, remote access, email, or onsite visits. The appropriate support method and level will be determined by the technician at the time of request.

- **Post-72-Hour Support**

After the 72-hour period has expired, any further assistance will be charged at our standard support rate.



After Sales Care Agreement Warranty Services

IT8 endeavors to make warranty services a smooth experience for our customers.

IT8 handles warranty work for all desktop systems and server systems and most of their components sold by IT8 within their warranty periods. IT8 normally does not handle warranty work for many peripherals, accessories or consumables (see number 5 in Warranty Terms and Conditions in previous section).

For any systems or components covered under an IT8 warranty, please contact our office to report the issue. Once notified, we will arrange for a team member to collect the faulty item or coordinate shipping as appropriate. All warranty items will be assessed by IT8 staff to verify the fault before any further action is taken.

Depending on the age of the systems or components, availability of individual components and complexity of the problems, waiting period can range from a few minutes to a few weeks.

For items covered under a manufacturer's warranty, please contact our office. Our team will arrange and manage the warranty process on your behalf. If you have any questions or require assistance, our support staff will be happy to help.

