

Terms & Conditions | Gadgets Made Easy Gadget Repairs, Services & Support

Introduction

The supply of goods and/or the performance of services by Gadgets Made Easy (“**we**” or “**us**” or “**our**”) to all its customers (“**you**”) is offered only and exclusively on the following terms and conditions. By requesting, ordering or otherwise permitting us to supply goods to or perform services for you, you hereby accept irrevocably and unconditionally our offer without derogation or qualification.

Mandatory Repair Notices

As per the *Competition and Consumer Act 2010*, please note the following Mandatory Repair Notices required by law:

- (a) Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- (b) Repair of goods may result in loss of data.

1.0 Definitions

In these conditions:

“**Conditions**” means these Terms and Conditions;

“**Customer**” or “**you**” means a person, firm or corporation, jointly and severally if more than one, that requests goods or services from us;

“**goods**” means all products and other goods (including any software) supplied by us to you or on your behalf;

“**including**” is not a word of limitation and means without limitation;

“**services**” means all services performed by us for you or on your behalf;

“**business hours**” means Monday to Friday 8am to 5pm at your local time, excluding gazetted public holidays;

“**Gadgets Made Easy**” or “**we**” or “**us**” or “**our**” means Gadgets Made Easy (ABN 49 909 800 130); and

“**Party**” and “**Parties**” means (severally and not jointly) Gadgets Made Easy and/or the Customer as the context requires.

2.0 Contract Terms

2.1 Unless otherwise agreed by us in writing, these Conditions apply to every supply of goods and provision of services by us to you and cannot be varied, amended or supplemented by any other terms or conditions without our prior written consent.

2.2 Any written quotation provided by us to you concerning the proposed supply of goods or services is valid for 30 days and is an invitation only to you to place an order based upon that quotation. These Conditions may be supplemented by additional terms in our quotation which are not inconsistent with these Conditions.

3.0 Our Charges and Payments

3.1 Payment for goods and services must be made by cash or credit card on or prior to the supply of the goods or the performance of the services unless you have a credit account with us. Credit card payments will attract a Merchant Service Fee

3.2 All our visits are chargeable and are charged in half hour units after the first hour. Any part thereof is chargeable at the same rate as a full half hour.

3.3 All goods supplied by us are charged separately from the services.

3.4 Where there is any change in the costs incurred by us in relation to the goods or services, we may vary our price for goods or services on order to take account of any such change, without giving notice to you.

3.5 Call-out fees may be applied at rates dependent on your suburb.

3.6 Surcharges may be applied on same day and/or outside business hours visits.

3.7 If you nominate and are approved for the good(s) or service(s) you have purchased to be invoiced, you may be charged an account fee per invoice issued. This fee will be advised in advance.

3.8 If you exceed your approved credit terms, you will be charged a \$10.00 late payment fee. A revised invoice will be sent to you.

3.9 Support Packs (Prepaid Hours):

(a) Once you have purchased a block of prepaid hours it cannot be cancelled.

(b) You are obliged to pay for the services that Gadgets Made Easy agrees to provide you with regardless of whether you utilise those services. If you do not provide Gadgets Made Easy with the necessary materials or information for Gadgets Made Easy to deliver the services to you, you are still liable to Gadgets Made Easy for full payment

(c) All phone and remote support is billed against your Support Pack in half hour units. Any part thereof is chargeable at the same rate as a full half hour.

4.0 Defaulting on Payments

4.1 If you default in the payment by the due date of any amount payable to us, or if any cheque drawn by you is dishonoured, then all money which is then due as well as all monies that are payable by you to us at a later date on any account, shall be due and payable immediately without the requirement of any notice to you, and we may, without prejudice to any other right or remedy available to us: -

(a) charge you interest on any sum due at the rate of 2% above the corporate reference rate of our principal banker. This interest shall be calculated daily and compounded every 30 days for the period from the due date until the date of payment in full; and

(b) charge you for all expenses and costs (including debt collection commission and fees, legal costs on a full indemnity basis and dishonoured cheque fees) suffered or incurred by us resulting from the default, including taking whatever action we deem appropriate to recover any amounts due (which, for the avoidance of doubt, shall include engaging Dun & Bradstreet or other debt collection agency to seek to recover the amounts due); and

(c) cease or suspend for such period as we think fit, supply of any further goods or services to you; and

(d) by notice in writing to you, terminate any contract with you so far as unperformed by us; without effect on our accrued rights under this or any other any contract.

4.2 Clause 4.1 may also be relied upon, at our option:

(a) where you are an individual, you become bankrupt or enter into any scheme of arrangement or any assignment or composition with or for the benefit of your creditors or any class of your creditors generally; or

(b) where you are a corporation, you enters into any scheme of arrangement or any assignment or composition with or for the benefit of your creditors or any class of your creditors generally, or you have a liquidator, provisional liquidator, administrator, receiver or receiver and manager appointed, or any action is taken for, or with the view to, your liquidation (including provisional liquidation), winding up or dissolution without winding up.

5.0 Risk and Insurance

The risk in the goods and all insurance responsibility for theft, damage or otherwise in respect of the goods shall pass to you immediately upon delivery of the goods to the premises nominated by you.

6.0 Contract Performance or SLAs

6.1 Any period or date for delivery of goods or provision of services stated by us is intended as an estimate only and is not a contractual commitment. We will use our reasonable endeavours to meet any estimated dates for delivery of the goods or completion of the services.

6.2 Whilst every attempt will be made to perform the repairs onsite, it may be necessary to return your system to our base or third party for diagnosis and repair.

7.0 Governing law

7.1 This Agreement is governed by and must be construed according to the law applying in New

South Wales. The Parties hereby irrevocably submit to the jurisdiction of the courts of New South Wales.

8.0 Gadgets Made Easy Warranties

8.1 If we cannot provide you with a solution to your problem, we will not charge you for those services in respect of that problem (**No Fix, No Fee Guarantee**). In some cases, the solution may be that you need to upgrade or replace your software or hardware. If we advise you to do so and you choose not to upgrade or replace your software or hardware, you acknowledge that we have met our commitment to you by providing you with a solution to your problem, whether or not you choose to implement that solution.

8.2 We stand behind our service. If you notify us of a problem with the services you were provided, and our diagnosis of the problem indicates that our services were not performed satisfactorily, we will work to provide a solution to your problem quickly and at no additional cost to you.

8.3 You acknowledge that Computers or other Gadgets are complicated and sometimes problems are more deeply rooted or complicated than initially diagnosed. You also acknowledge that a problem which occurs with your computer after our visit may be unrelated to the work we performed for you and is therefore outside the scope of our Service Guarantee.

8.4 You acknowledge that any equipment presented for repair may have pre-existing damage or other problems, and that Gadgets Made Easy cannot, due to such pre-existing damage, assume responsibility for such damage or further problems resulting therefrom.

8.5 When we sell you equipment, hardware or software, we may be selling such equipment, hardware or software on behalf of a third party manufacturer or licensor. We do not warrant that the operation of any software we install or service will be uninterrupted or error free. You acknowledge that software (and gadgets, information technology and communications products generally), including your software, may have errors and may encounter unexpected problems, and accordingly, you may experience downtime and errors in the use of software. You also acknowledge that your use of such software may be subject to a third party licence.

8.6 We shall honour all terms (if any) that are implied under applicable State and Commonwealth laws concerning the supply of the goods and/or the performance of the services and nothing in this clause 8 seeks to restrict, modify or exclude such terms. Our express warranty and guarantee are in addition to and do not affect your statutory rights and remedies.

8.7 We will comply with our obligations under the Privacy Act 1988 (Cth) and in accordance with our Privacy Policy which can be viewed at www.gadgetsmaadeeasy.com.au You must read and shall be deemed to have read the Privacy Policy. You agree and consent irrevocably to our use of your personal information in accordance with the Privacy Policy.

9.0 Customer's Responsibilities

9.1 You shall be solely responsible for all data inputs, the manner of use of the goods by all those to whom it provides access and all outputs derived, and all other results of such processing.

9.2 You shall comply, at your own expense, with any recommendations and guidelines with respect to the use of the goods, including any adjustments or replacements required in respect of equipment and software that is incidental or collateral to the use of the goods.

9.3 You shall ensure that your operators are adequately trained and informed as to the use of the goods and shall comply with guidelines and procedures supplied by us and/or any third party manufacturer from time to time.

9.4 You shall promptly report errors or faults in the operation of any aspect of the goods or any provision of the services in accordance with applicable fault reporting procedures from time to time.

9.5 You shall perform general "housekeeping", testing, adjustment and/or maintenance as recommended by us in respect of any goods supplied by us in order to maximise the availability of and performance of the goods or permit performance by us of any of our obligations hereunder.

9.6 You agree to exercise due care and carry out such precautions which may be recommended by us or otherwise required as a matter of prudence in connection with the performance by us of any

of our obligations hereunder, for example, but without limiting the generality of the foregoing, advising your staff of system restarts or scheduled downtime, recording of error information, and will co-operate with other system administration activities such as, but not limited to, running diagnostic tests and operational readiness tasks.

9.7 You represent and warrant to Gadgets Made Easy that you are the owner of, and/or have the right to be in possession of and make decisions regarding, all data, media or equipment ("Data") provided to Gadgets Made Easy, and that you have obtained all necessary consents required under the Privacy Act 1988 (Cth) in relation to the disclosure of personal information by you to Gadgets Made Easy and to the use of that personal information by Gadgets Made Easy, and that your collection, possession, processing and transfer of such Data is in compliance with data protection and privacy laws to which you are subject. You indemnify Gadgets Made Easy from any expense (including reasonable legal fees), damage or liability arising out of any claim, demand or suit resulting from a breach of your warranties.

9.8 You shall as a fundamental term of these Conditions back up all software, data and files that are stored on your computer and/or on any other storage devices you may have prior to the arrival of the Gadgets Made Easy technician. We and/or our third party service provider shall not be responsible at any time for any loss, alteration or corruption of any such software, data or files.

9.9 Onsite services involve our Gadgets Made Easy technicians visiting you at your home or other location (**Premises**) requested by you.

9.9.1 You must ensure that a person of at least 18 years of age is present for the duration of the provision of onsite services.

9.9.2 You must provide our technicians with:

- (a) access to the areas of your premises necessary to provide services;
- (b) necessary passwords to your computer;
- (c) a safe working environment and working space;
- (d) electrical power and internet access (where applicable).

9.9.3 If the services involve the installation of software, then you must provide our technicians with the installation disks for your operating system or software along with a product key for this software.

10.0 Liability

10.1 To the full extent permitted by applicable law, all conditions, warranties, representations, indemnities and guarantees with respect to the goods and/or the services, or other goods or services that may be provided by Gadgets Made Easy under these Conditions, that may otherwise be implied by statute, law, equity, trade custom, prior dealings between the Parties or otherwise (including, but not limited to, any implied warranty of merchantability, fitness for particular purpose, quiet enjoyment or non-infringement) are hereby expressly excluded.

10.2 Except to the extent specifically provided in these Conditions, our sole liability to you for any and all breaches of any term or terms of these Conditions, whether express or implied, shall be limited to:

10.2.1 subject to sub-clauses 10.2.2 and 10.2.3, the aggregate amount of the fees and charges paid by you under these Conditions as at the date of the breach;

10.2.2 in relation to goods if supplied to you as a consumer (as defined in the Trade Practices Act 1974):

- (a) the replacement of the goods or the supply of equivalent goods; or
 - (b) payment of the cost of replacing the goods or acquiring equivalent goods; or
 - (c) the repair of the goods or payment of the cost of having the goods repaired,
- as in each case we may elect; and

10.2.3 in relation to services if supplied to you as a consumer (as defined in the Trade Practices Act 1974):

- (a) the supplying of the services again; or
 - (b) the payment of the cost of having the services supplied again,
- as in each case we may elect.

10.3 In no event shall we be liable to you or to any third party under or in connection with these Conditions or in respect of the use of (or failure or performance of) the goods or the supply of the

services for:

10.3.1 malfunctions or failures caused directly or indirectly by:

- (a) any third party;
- (b) our actions that were expressly or impliedly authorised by you, or by your employees or agents;
- (c) accident, misuse or abuse by anyone other than us;
- (d) alteration or modification of the goods by anyone other than us;
- (e) products (including any hardware or software) not licensed or supplied by us that are attached to or used with the goods;
- (f) your failure to provide a proper operating and working environment for the goods;
- (g) damage during any movement, relocation or re-installation of the goods;
- (h) power surge or failure,
- (i) acts of God or acts outside our reasonable control;
- (j) any other condition not arising under normal operating conditions; or
- (k) normal wear and tear; or

10.3.2 any loss or damage of any nature arising or caused directly or indirectly by any breach of your obligations or responsibilities set out in these Conditions.

10.4 Any replacement of parts under warranty will be carried out at the premises nominated by us. The cost and risk of transport of any defective part to the nominated premises is your responsibility.

10.5 In no event will we be liable to you or to any third party under or in connection with these conditions or in respect of the use of (or failure or performance of) the goods or the supply of the services for:

10.5.1 any loss of profit, business interruption, loss of or damage to goodwill, and/or any expectation benefit;

10.5.2 your liability to any third party; or

10.5.3 incidental, consequential, special, exemplary or punitive damages of any nature, howsoever arising or caused, including without limitation the breach of these Conditions or any expiration or termination of these Conditions, whether such liability is asserted on the basis of statute, contract, tort (including negligence or strict liability), equity or otherwise, even if we have been advised of the possibility of such loss or damage.

10.6 We will not be liable for any loss or damage suffered by you where we have failed to meet any delivery date or cancelled or suspended the supply of goods or services.

10.7 Nothing contained in these Conditions excludes, restricts or modifies any:

10.7.1 implied condition, warranty or other implied obligation in relation to these Conditions or the goods and services where pursuant to applicable law to do so is unlawful or void; or

10.7.2 liability for fraud or deceit; or

10.7.3 liability for death or personal injury caused by the negligence of either Party.

11.0 Copyright in Software

11.1 We will not be responsible to you or any third party for any breach of any software licence in respect of software provided to us by you to be installed on your computer.

11.2 You hereby warrant that you have a valid licence in respect of such software and shall indemnify us and hold us harmless against any loss, damage, costs, harm or other expense whatsoever arising either directly or indirectly as a result of us installing software at your request.

12.0 Cancellation

12.1 If, through circumstances beyond our reasonable control, we are unable to effect delivery or provision of goods or services, then we may cancel your order (even if it has already been accepted) by notice in writing to you.

12.2 If you give us less than twenty-four (24) hours notice to cancel any request for on-site service, then we may charge a cancellation fee equal to the first hour of service at the rates quoted at the time of booking for the loss and expense caused.

13.0 No representation or reliance

13.1 You acknowledge that neither we nor any person acting on behalf of us has made any representation or other inducement to it to enter into these Conditions, except for representations or inducements expressly set out in these Conditions.

13.2 You acknowledge and confirm that you do not enter into these Conditions in reliance on any representation or other inducement by or on behalf of us, except for representations or inducements expressly set out in these Conditions.

13.3 Without limiting the generality of clauses 13.1 and 13.2, you understand and hereby confirm that:

- (a) your decision to enter into these Conditions was, and is, not based on any promise, representation, statement, warranty or undertaking made or given by us or any person on its behalf in relation to the capacity, uses or benefits that might or would be derived or obtained from the goods or services, except as expressly set out in clause 8, and
- (b) you have relied on your own skill and judgement in deciding to purchase and acquire the goods and services.

14.0 Entire Agreement

14.1 To the extent permitted by law, in relation to its subject matter, these Conditions:

14.1.1 embody and constitute the entire legal and contractual relationship of the Parties, including the entire terms agreed by the Parties; and

14.1.2 supersede, replace and terminate by mutual consent any prior written or oral representations, negotiations, understandings, agreements or contracts between the Parties.