



Technology and Computer Services Support Agreement

TADWA Support Agreement

We are pleased to offer you a One Year Support Agreement for your personal technology device. The Agreement can cover one of the following devices.

- Computers running Windows / Mac OS
- Laptop Running Windows / Mac OS
- Tablet Running Android
- Phone Running Android
- For devices not listed, TADWA Helpdesk will assist at their own discretion.

We will also cover and devices attached to the supported device. Eg Printers, Scanners, Webcams and cameras.

The TADWA Support Agreement provides Comprehensive Helpdesk (Subject to terms and Conditions) From Monday – Friday, 10AM to 4PM. Between 12:30 PM and 1:00 PM is a non-service period.

The Total cost is \$190, this includes 1 Year Kaspersky Antivirus. Additional Computers can be covered at \$120 Per Laptop/Desktop.

If you are also ordering a refurbished or new system please be aware that payment must be received in full before we begin processing your order.

Client Details (Only complete if changed)

First Name : _____ Last Name: _____

Postal Address : _____

Home Address (If different from above) _____

Home Number: _____ Mobile Number: _____

Email Address: _____



Technology and Computer Services Support Agreement

Select payment method for requested services:

Invoice will be mailed out upon receipt of payment.

Method A: Direct Credit

Method B: Credit Card / Cheque

Method C : Cash Over the counter

Alternate payment methods may be available upon request

Total Cost \$ _____ .00

If you have any feedback please indicate them below. TADWA values any comments you may have.

Comments / Questions : _____

Terms & Conditions of Support Agreement



Please read carefully to ensure you understand the contents of this agreement. Ask to clarify anything in its contents you do not understand **before** signing.

Customer privacy will be ensured and protected by TADWA Privacy Policies and Procedures.

We are pleased to offer you a **One Year Support Agreement** for your personal technology devices. The agreement covers the following devices and services:

- Comprehensive Helpdesk (subject to terms and conditions) from Monday - Friday, 10 am – 4 pm with a non-service period between 12:30 pm and 1:00 pm.
- Computers and laptops running Windows or MAC OS
- Tablets running Windows or Android
- Smart phones and standard mobile phones running Windows or Android
- Printers, scanners, webcams and other common accessories attached to the supported device
- For devices not listed our team will attempt to assist but this cannot be guaranteed
- Helpdesk can also provide basic training at our premises by appointment

We will also cover any devices attached to the supported device. eg Printers, Scanners, Webcams, Cameras

The total cost is \$190.00 per device.

If you are also ordering a refurbished or new system please be aware that payment must be received in full before we begin processing your order.

Terms Defined

Refurbished Tech Devices: Any used hardware that has been supplied by TADWA to the CUSTOMER under this Agreement and has not yet been fully paid for. Refurbished Tech Devices become the Customer's Own Tech Devices once all payments have been made in full.

Own Tech Devices: Computer, Tablet or Phone (and/or parts) that have been paid for by the Customer (new or refurbished).

The Support Agreement ('The Agreement'):

- Covers only Tech Devices specified and does not include any other technology devices belonging to the Customer. Upon request by the customer, and at TADWA's discretion, additional devices can be added.
- Is for a period of 1 year (12 months). The Agreement is considered to be active once the computer is delivered to, or collected by, the Customer, and whilst the Customer/Biller maintains their agreed payments.

TADWA's Responsibility to Customer

1. TADWA agrees to provide **Refurbished Tech Devices** under the Agreement with a Microsoft Operating System or Apple OS X, selected Microsoft/Apple software, providing the Agreement is signed for by the Customer.
2. TADWA agrees to repair the **Refurbished Tech Devices** covered by the Agreement at no labour cost to the Customer (conditions apply - please read section 8).

The repair will be done either onsite (fee may apply) or in our workshop (free). Delivery charges may apply if we have to pick up and/or deliver your Refurbished Tech Devices

No additional charges will apply if the Onsite is not successful and it needs to be sent to Workshop.

NOTE: Repairing tech devices may result in the LOSS OF DATA stored on the device (e.g. songs, photos, telephone numbers, electronic documents, customer's own software).

TADWA cannot guarantee successful data transfer.
TADWA always recommends customers regularly backup their data.

CUSTOMERS ARE RESPONSIBLE FOR BACKING UP THEIR OWN DATA

3. If Customer has an internet connection, TADWA agrees to provide *free* remote assistance to the Customer with either their **Refurbished Tech Devices** or **Own Tech Devices** to fix software and/or hardware issues via TADWA Help Desk.
4. TADWA agrees to provide the Customer with the option to upgrade their **Refurbished Tech Devices** at the end of the Agreement, provided all payments are up-to-date at time of request.

A charge may apply to transfer data from one system to the upgraded system.

The Customer may keep their old computer, unless critical components are reused for upgrade

NOTE: The transfer process may result in the LOSS OF DATA stored on the device (e.g. songs, photos, telephone numbers, electronic documents, or customer's own software). TADWA cannot guarantee successful Data Transfer. TADWA always recommends customers regularly backup their data.

5. If Customer does not wish to upgrade at the end of the Agreement, they can continue on a 1 Year Extended Support Agreement (**Own Computer**).
6. TADWA will provide 1 hour of basic computer training held at TADWA's Bassendean premises to support the Customer/Carer as part of the Agreement.
7. TADWA agrees to provide a timely and prompt service that recognises the importance of the computer to the Customer in maintaining their independence.

The Customer's Responsibility to TADWA

8. The Customer will:
 - Take reasonable care of the Refurbished Tech Devices covered by the Agreement. Guarantees will not apply if the refurbished tech devices is used by the Customer in an unreasonable manner (e.g. dropped, left in the rain or water spilled, kept in unsanitary or unsafe condition). Note: TADWA may refuse to service or repair poorly kept Refurbished Tech devices or Own Computer tech devices;
 - Notify TADWA immediately of any change of address, phone or email details;
 - Report any software problems or hardware faults with tech devices covered by the Agreement to be repaired by TADWA.
 - Not illegally download, upload, reproduce, remake or remix any copyright protected material (including music, games and films) without the express permission of the copyright owner. Such activities are against the law and are subject to civil and criminal liability.
9. If payments are not kept up-to-date TADWA may recall the **Refurbished Tech devices** and re-allocate it. (This does not apply to **Own Computer** tech devices.)

10. **Refurbished Tech devices** must not be tampered with in any way (e.g. changing system configuration and removing critical TADWA software). If TADWA finds that the computer has been tampered with we reserve the right to charge extra for repairs. This will be discussed with Customer/Biller first.
11. The Customer is responsible for getting the **Refurbished Tech devices** or **Own Tech Devices** to TADWA. Alternatively, charges may apply for pickup / delivery.
12. The Customer is responsible for buying their own ink printer cartridges, printing paper, batteries and other consumables.
13. TADWA will support any new tech devices supplied along with **Refurbished Tech devices** or **Own Computer** tech devices in compliance with manufacturers' warranty conditions. Repairs or replacement of refurbished tech devices may be limited by the availability of refurbished parts.

Cancellation of Service Agreement

14. If the Agreement is cancelled before delivery of computer, no cancellation fee will apply.
15. If the Agreement is cancelled **after** delivery of computer, a cancellation fee of \$100 will apply.
16. Upon cancellation any 'in credit' payments on the Agreement will be refunded. (Note: this refund will not include any additional charges incurred for delivery, new hardware and/or purchased software).

General Conditions

17. Refurbished Tech Devices are supplied with Helpdesk Remote Access software. This must not be deleted.
18. If installed antivirus software is removed or deactivated and viruses and/or spyware get into the system, TADWA may charge for these repairs.

TADWA Helpdesk Hours of Operation

TADWA Helpdesk is open from 10:00 am to 4:00 pm Monday to Friday. Between 12:30 PM and 1:00 PM is a non-service period. Helpdesk will also be unavailable during Public Holidays and days when TADWA is closed due to requirements of the Christmas or the New Year season.

Given that calls can usually last over 30 minutes, customers who repeatedly call between 3:00 PM - 4:00 PM may not get a return call until the next working day.

If someone calls at 4:00pm we will endeavour to call them back, if only to let them know that Helpdesk is closed and we will call them back tomorrow.

As a one-off and in emergency situations we would make 'reasonable effort' to assist a customer calling Helpdesk at 4:00pm or just after.

TADWA Helpdesk Fair Use Policy

The TADWA Helpdesk Fair Use Policy has been developed to ensure that all TADWA customers have access to a fair and reasonable amount of support.

To achieve this we need to set some boundaries about the amount of support we can provide each customer and the nature of that support. This Fair Use Policy outlines those boundaries.

1. Our Support Agreements are provided for the personal needs of the subscribing customer only. We are not able to provide support to your other family members, friends etc.
2. Support is defined as:
 1. Task-based, where we assist you to perform a task such as online shopping, or
 2. Technical troubleshooting where we assist you to get something working when it isn't.
3. Task-based support is not a substitute for training. Our support team is happy to walk you through a task, and will encourage you to take notes for future reference. If you require repeated assistance for the same task it may indicate that further training is required in order for you to master the task. If so we will either refer you to a training organisation or provide a quotation for personal training on this task. Until such training is completed we will be unable to service future requests for assistance with that particular task.
4. More than eight calls per month is considered to exceed the boundaries of reasonable use.
5. Task-based support has a limit of 30 minutes per call. Regular calls of over 30 minutes would be considered to exceed the boundaries of reasonable use.
6. Support cannot be provided if your subscription is lapsed or payment is outstanding.
7. We reserve the right to not assist with activities which our support team deems to be:
 - Illegal, such as piracy or infringing upon copyright
 - Unethical, such as signing up to potential scams or other online services that involve the customer handing over money, accessing online services that provide dubious products and claims or that promote fake news and potential conspiracies.
8. Computers and related IT equipment don't last forever. If our Support Team believes a repeating technical problem can only be resolved by component replacement they will advise you and provide a recommendation. If you choose not to act on that recommendation we reserve the right to exclude that fault from future Technical Troubleshooting support.

You will be advised if you exceed these limits of reasonable use and given the opportunity to bring your use of the service within the boundaries outlined above. Failure to do so may result in your subscription to the Helpdesk service being terminated.

By adhering to these guidelines you are helping us to provide a quality and cost-effective service.

Please sign the section below and return to TADWA.

I have read and accept the Terms and Conditions contained in this Support Agreement.

Customer Signature: _____ Dated: _____

Terms & Conditions of Support Agreement – Customer Copy



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