

Perth Digital General Disclaimer And Terms Of Service

- Perth Digital's Policy is that under no circumstances will goods be dispatched / returned to ANYONE without relevant payment (or valid warranty information). Goods will be retained at Perth Digital until such payment is received. Units that are not retrieved within 30 days of Perth Digital, Pty Ltd informing the customer of the goods status as being repaired (due to insufficient payment / uneconomical repair costs) will incur a storage fee that will be assessed regularly. Furthermore accounts that are not settled within 90 days of job Completion/Termination shall be SOLD the proceeds of which go towards outstanding charges.
- Perth Digital's policy is that if a unit is not collected within 90 days from the time of job completion, the unit will be disposed of. (Perth Digital cannot keep units in its limited storage space)
- Perth Digital Staff reserve the right to terminate communications/service commitments for abusive/unreasonable customers (Perth Digital Pty Ltd has a zero tolerance policy) if a customer is particularly abusive Perth Digital reserve the right to Refuse service and goods will be returned to the customer at their own expense.
- Perth Digital cannot give accurate times for repairs due to reliance on manufacturers for required parts. Customers are encouraged to phone or E-mail Perth Digital for the status of their goods (in a courteous manner) as Perth Digital has many clients and cannot call them all.
- Perth Digital's policy is that NO work shall commence without an upfront quote fee being paid or a relevant warranty documentation being provided. If Quote fee's are not paid within 30 days the customer will be asked to collect the unit or pay a storage fee.
- Perth Digital can not be held accountable for delays in repairs due to staff that may be ill or not available due to extenuating circumstances (that are out of Perth Digital's control).
- Perth Digital's hours of operation are: 8:30AM - 5:00PM no exceptions without prior arrangement with Perth Digital Management.
- Perth Digital techs may give an ESTIMATE on the time it will take to finish repairs. However this is not a guarantee.
- Perth Digital is not a parts/service information supplier if you require parts arrangements may be made with Perth Digital Management. BUT MAY BE REFUSED
- Perth Digital Endeavors to repair all units that we receive in a Prompt and Professional manner, however due to supply/manufacture problems/policies it is not always possible to do this as quick as both we and the client would like.
- Perth Digital Pty Ltd is not responsible for damage/loss in transit (arranged by customer) and/or damage that is not brought to Perth Digital's attention upon delivery.
- Perth Digital Pty Ltd is not responsible for damage to goods (excluding damage received whilst on the work floor) including but not limited to damage sustained from insufficient packaging, exposure or neglect. Perth Digital's Policy is Products which are deemed to have no faults/product operation error (and as such not covered by warranty) will be deemed as the responsibility of the customer to pay standard Quote Fee for the product in question failure to do so will result in refusal of return of goods until payment is received (from either customer, manufacturer or 3rd party).
- Perth Digital retains the right to refuse any job for any reason.
- Perth Digital is not responsible for items that do not appear on paperwork (customers are encouraged to ensure paperwork is correct when goods are delivered to Perth Digital Pty Ltd by the customer/agents acting on behalf of the customer) This includes but is not

limited to Power Cords and other accessories, remote controls, software, cases/fixtures and other assorted accessories.

- Perth Digital's policy is goods that are received and are not signed for by Perth Digital Pty Ltd Staff are not the responsibility of Perth Digital Pty Ltd.
- Perth Digital Pty Ltd will not surrender goods without relevant job information and/or Identification/proof of ownership.
- Perth Digital Reserves the right to refuse service of any/all products.
- Perth Digital's policy is Goods that cannot be repaired due to manufacturer problems/policies, Lack of spare part, or Uneconomical repair requirements are to be picked up by the customer or surrendered to Perth Digital Pty Ltd to be disposed off in an environmentally sound manner.
- Perth Digital will under no circumstances entertain fraudulent or misleading claims (this includes but is not limited to altered/missing serial number, insurance claims, weather damage, power surge etc) that are deemed to be fraudulent all such claims will be reported to the relevant legal authorities/agencies. **PERTH DIGITAL DOES NOT CONDONE ILLEGAL/FRAUDULANT ACTIVITY**
- Perth digital will report all suspicious good to the relevant authorities
- Perth Digital is not responsible for loss/corruption of data.
- Perth Digital's policy is **NO WORK SHALL BE COMMENCED UNTIL PROOF OF PURCHASE DOCUMENTS ARE RECIEVED (INCLUDING WARRANTY CARDS IF REQUIRED).**
- Perth Digital's Policy is that all delivery/pickup and service calls will be limited to a 20km radius of GPO, it is possible to arrange these services outside of this range but charges will apply.
- Perth Digital will not entertain credit on an account that is not approved by Perth Digital Management (Perth Digital Management reserves the right to refuse to examine credit applications).
- Perth Digital has a 90 day warranty on all work done, however this warranty does not extend your original warranty period and only covers the work done by Perth digital and does not include: Other Faults not mentioned on the original job card, and faults that occur that are not a direct result of Perth digitals work. If a unit is returned under a Perth Digital Return Warranty and the fault is deemed not to be a direct result of Perth Digitals work or the fault is not apparent and this has been proven to the customer then a quote fee will be charged. Perth Digital will NOT refund Quote fee's under any circumstances, **NO EXCEPTIONS!** (including but not limited to if the job is cancelled by the customer or by the terms of service)
- Perth Digital's policy is that goods that are signed out by customers are accepted as is and any queries about condition must be made prior to signing them out.
- Perth Digital will not make illegal modifications to units and reserves the right to inform customers of dangerous or unsound products (including but not limited to electrically/mechanically unsafe/hazardous, unstable goods, illegally modified goods and good serviced by unqualified technicians prior to coming to Perth digital) If goods are deemed to be a health hazard Perth Digital reserves the right to render the unit inoperable (and is no longer the responsibility of Perth Digital Pty Ltd).
- Perth Digital is not liable for goods that are signed out by customer (this includes but is not limited to accessories and cables).
- Perth Digital Pty Ltd retains the right to change this policy at any time

Please note that this is a legally binding agreement between you and Perth Digital Pty Ltd.

Customers please be aware that no work will commence on any job without a signed service disclaimer, or payment of all relevant upfront fees.