

## Product & Service Disclosure Statement

### IT Technical Support

IT Call Out (Includes ½ Hr travel and ½ labour) [note 1,7]	\$110
Labour (Charged in 15 min blocks) [note 7]	\$110/hr
Labour – Afterhours/Urgent (Charged in 15 min blocks) [note 2,7]	\$220/hr
Remote Support (Minimum) [note 3,7]	\$110

### IT Services (Office)

Standard System Setup [note 4]	\$330/device
Standard System Restore [note 5]	\$440/device
Advanced System Restore [note 6]	\$550/device
Virus check and removal	\$110/hr
Malware and Spyware removal	\$110/hr
Recovery of Data	Please call

### IT Services (Onsite)

Standard System Setup [note 4]	\$440/device
Standard System Restore [note 5]	\$110/hr
Advanced System Restore [note 6]	\$110/hr
Enterprise grade reporting	\$10 per desktop/laptop or \$20 per server
Recovery of Data	Please call

### Notes:

[note 1] All call outs include up to, but no more than, 30 mins of driving. This is calculated from the time the technician commences travel to your home, business, etc. If it takes more than 30 mins to arrive at your premise the hourly rate will start immediately after 30 mins is up.

[note 2] TechCare reserves the right to charge an after-hour's service fee if the time is outside the scope of "Business Hours" which are 0830 hours to 1700 hours (8:30 AM to 5:00 PM) Monday to Friday. Any work on Saturday is deemed "After Hours" and will be charged accordingly. Although TechCare reserves this right, it is up to us to charge at the respective rate. Any work agreed to will be deemed compliant in accepting the amounts shown in the relative table above.

[note 3] The minimum fee for any remote support help is \$110 inc GST. This provides service for up to 30 mins, if more time is required an ongoing labour fee as stipulated in the relevant table is to be interpreted. If the remote support is after business hours the afterhours service fees apply.

[note 4] A standard system setup includes unpacking, running initial installation (if the client wants to have specific details used they MUST confirm these prior to work being done), installing some default programs and installing Microsoft Office if the client has provided a legitimate license. Anything outside of this is considered "out of scope" and is chargeable based on the tables above.

[note 5] A standard system restore includes the complete wipe of data, re-installation of the operating system and drivers associated with it. All programs and data is the client's responsibility and TechCare will NOT be held liable for any loss associated with the process.

[note 6] An advanced system restore is an extension to a standard system restore with the added option to include a backup of standard data locations. This includes Documents, Music, Pictures, Favourites and Email services. Anything left out unless specified to the technician is NOT going to be saved. TechCare is not to be held liable for any data that is lost outside of the above mentioned scope.

[note 7] Customers/Clients can opt in for URGENT support which gives them priority over any other work being done (except other urgent work being done at that time). Fees associated with this is 2x the standard costs. If customers/clients call or send through a support ticket marked with URGENT or similar it will be attended to in a best effort approach. Costs mentioned will apply. For any further explanation please contact TechCare.

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In relation to any quotes given by TechCare the following statements are assumed:

*All work is quoted to be as accurate as possible for individuals or businesses. TechCare assumes in all quotes that the electrical installation is free from illegal and substandard components, circuitry, and workmanship.*

*Any additional costs associated with removing, fixing or replacing components, circuitry or workmanship to bring the installation up to standard and into a safe environment electrically is an additional cost and is NOT covered in ANY quote.*

*TechCare reserves the right to make the installation safe, alert the necessary authority and refuse to commence work if the customer or client chooses not to fix any substandard electrical component, circuitry or workmanship.*

All invoices are sent with **Net 7 Days**. This means that payment is due within 7 days of the invoicing being received. All invoices are sent electronically via email services; therefore the date stamp on the top of the invoice is always correct. Failure to pay the Invoice within 7 days can incur a late payment fee of 10% per week. If the invoice is not paid in full and any subsequent late fees, TechCare reserves the right to use debt collection agencies. If the service provided is a hosting service TechCare reserves the right to stop providing service until the necessary payment has been received.

All materials and/or products supplied by TechCare are to be paid for in full at the acceptance of a Quote or if TechCare receives a work order. TechCare reserves the right to decide whether this is mandatory. All materials and/or products supplied remain the property of TechCare until the bill is paid in full, including any subsequent fees (e.g. late payment, etc). TechCare reserves the right to reclaim any unpaid goods.

All products on sold by TechCare come with their own respective warranty and are NOT warranted by TechCare unless expressly stipulated. Any work required to return items or retrieve warranty services will be charged at the respective rates outlined above.

With all services offered by TechCare we reserve the right to cancel any and all services at any time, subject to a 2 week notice or to the conclusion of your contract period.

All generic products are sold with the understanding that the customer/client knows the risks associated with using generic vs genuine products. TechCare will NOT be held responsible for any loss of warranty, breakages or related problems caused by using non genuine parts.

Any subscriptions (Yearly or Monthly) that are no longer required, need to be cancelled by sending an email to [accounts@techcare.au](mailto:accounts@techcare.au) with subject line "CANCEL SUBSCRIPTION", include the details of the subscription you would like to cancel and be received at least 1 month prior to the renewal date for a yearly subscription or 2 weeks prior to a monthly subscription renewal date.

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## Backup Services

TechCare uses many different service providers to facilitate backup services. All backups are NOT guaranteed. It is the client's responsibility to ensure that they regularly test the backups performed to ensure data integrity and restorability.

M365 backup solution is provided by the cloud provider Leader Systems (Using another provider Dropsuite). This solution is completely cloud based. For further information please see here - <https://dropsuite.com/>. An important clarification is that while the data storage per mailbox is unlimited and retained indefinitely this is only possible if you keep paying the monthly subscription. If this doesn't make sense to you contact TechCare directly for further explanation.