

## Terms and Conditions

Purchases of goods and services from Emerse Computing are subject to the following terms and conditions. By agreeing to purchase or receive goods or services from Emerse Computing you accept the following terms and conditions.

### Definitions

In these conditions:

“Customer” or “you” means the person, firm or company that requests goods or services from Emerse Computing.

“We” or “Us” means Emerse Computing (ABN – 81 910 025 442) or one of its Representatives or Technicians.

“Services” mean all services supplied by Emerse Computing to the Customer.

“Goods” or “Products” mean all goods and products supplied by Emerse Computing to the Customer.

### Warranty

Emerse Computing offer a 7 day warranty for all computer services. If the same problem arises again within this time period due to the fault of the customer then this will not be covered by the warranty. Emerse Computing will decide whether the fault is covered by warranty.

Standard manufacturers warranty will be provided to all hardware sold. A proof of purchase must be shown when requesting a warranty. Warranty will be void if goods are physically damaged or labels are removed. Emerse Computing may charge labour fees if goods returned are found to be not faulty.

### Refunds

You are entitled to a refund if:

1. The products or goods purchased are defective
2. The products or goods purchased or goods do not match the description provided by us
3. The products or goods purchased do not do what we said they would do

You are not entitled to a refund if:

1. You change your mind
2. You found the product (or similar product) cheaper elsewhere

All original packing, wrapping and boxes together with proof of purchase is required if requesting a refund.

### Payment

Payment of goods and services must be made directly on or prior on the completion of work/or at the time requested by Emerse Computing.

Payment of services and goods can be made by Cash, PayPal, Cheque or Bank Transfer. Products or goods purchased remain the property of Emerse Computing until fully paid for and/or cheques are cleared.

Emerse Computing at any time may vary its prices for goods and services without giving notice to the customer.

### Liability

Emerse Computing will make every effort possible to keep your data. Emerse Computing shall not be liable for any claims regarding the loss of any data or loss of revenue or profits before, during or after services.

### “No Fix, No Fee”

Our “No, Fix, No Fee” policy means that if the Technician does not possess the necessary technical knowledge or ability to resolve the problem or repair the work, then no charge is made to the customer.

If the Technician is able to resolve the problem or repair the work, but is only prevented from doing so by the customer requesting the Technician not to proceed with the work, then the customer is charged for the Technician's time spent to that point - i.e. a minimum of 2 hours.

If the Technician is able to resolve the problem or repair the work, but is only prevented from doing so because the customer does not possess the required (spare) parts, software CD-Rom or Product/Licence Key, then the customer is charged for the Technician's time spent to that point - i.e. a minimum of 2 hours.

If the Technician provides a clear and precise diagnosis of a failed component and the customer decides not to proceed with the replacement of the component, then the customer is charged for the Technician 's time spent to that point - i.e. a minimum of 2 hours.

The policy does not apply to work related to data recovery, computer virus or spyware problems or hardware damaged by electrical faults.