

# Cybershop Service Conditions



## GENERAL TERMS:

- **The goods are tendered for service and left at the customer's sole risk**
- CYBERSHOP's technicians will endeavor to assess every machine in the fastest possible time. The technician will notify the customer of any delays to current assessment times.
- An expedited service is available, also called "Jump the Queue", there is a \$50 surcharge for this service, and it will ensure that the customer's equipment is assessed on the very next available workbench slot. This service does not guarantee a same day service or expedited repair time; it only prevents a customer's job from having to wait to be assessed.
- **CYBERSHOP shall not be held liable for any financial loss due to delays in repair of the customers' goods.**
- You agree to make full payment on collection of the goods and confirm that you will collect the goods within 30 days of the notice of completion. In the event that you do not collect the goods within this frame time, you accept any disposal and / or recovery charges. Unclaimed goods will be disposed of after 3 months of completion of assessment or completion of job.
- The onus is on the customer to advise at the time of booking if they would like additional faults checked or repaired. The technician by default will quote to repair the reported fault plus any additional faults that are deemed to negatively impact the normal operation of the equipment.
  - A customer can choose to have our technicians ignore any fault during quotation.
  - The technician will advise the customer if a fault they want ignored will negatively impact the performance or operability of the equipment.
  - A customer may choose to proceed with an entire quotation or any part of the quotation, the technician will advise the customer if proceeding with a part repair will negatively impact or prevent the machine from running efficiently.
- Where possible, CYBERSHOP's technicians will try to check manufacturer's warranty status for the customer at the time of booking.
  - The customer should inform us of the warranty status including any extended warranties they purchased with the goods
  - Supply of incorrect information may lead to repair delays and additional charges.
- **The service/repair of your goods may result in the loss of any user-generated data, please ensure that you have made a copy of any data saved on your goods.**
- Any device submitted for service or diagnostic testing that exhibits signs of physical damage to the outer casing of the laptop may not be able to be reassembled properly. CYBERSHOP will endeavor to advise customers on job booking via a basic visual inspection if we believe the device will be unable to be reassembled properly.

## SOFTWARE & TRAINING:

Issues that are caused by software alone are not covered by Manufacturers or CYBERSHOP's warranty policies. Any equipment tendered for warranty repair that does not exhibit a hardware related fault, will be quoted for repair out of warranty.

These faults include but are not limited to:

- Virus cleansing
- Device Driver problems
- Operating system updates
- Failed OS Upgrades
- Issues with User Installed Software
- BIOS Password Removal/Reset
- Windows Password Removal/Reset

Training on select software packages is available by request; this service costs \$99 per hour and is charged in 20 minute blocks of \$33 per block.

- Training is only available on select software packages such as Microsoft Office Applications, Windows Features, MacOS Features, Android Features, and iOS Features.
- Training is not available on any specialty software

## **CHARGES:**

Equipment booked in under warranty and found not to exhibit a warranty fault, will be diagnosed automatically to determine a solution for the customer at a charge of \$69. The quotation can be declined however the \$69 Diagnostic/quote fee will be required to be paid in full before the equipment can be collected.

For more information on what is and is not covered under warranty please refer to the documentation provided with the product or visit the manufacturer's website. Also free technical support during the warranty period is available by contacting the phone support number for the product.

A full service department price list is available upon request

## **DATA RECOVERY:**

Data recovery is not covered by manufacturer's warranty, if a computer is submitted for warranty repair and it has a failing hard disk drive or internal storage device, we can assess the device for data recovery at the customer's request. This assessment carries a fee of \$39.00; this fee will not be charged if the customer proceeds with data recovery.

Data recovery is a service where we will attempt to recover information from a faulty device. There is no guarantee that we will be able to recovery any data, likewise any data that we are able to recover may be corrupted beyond repair. Cybershops technicians will advise the customer of the possibility of successful recovery and the approximate amount of good data recoverable after the assessment is complete. By Default if the provided equipment is having its storage device replaced, recovered data will be restored to the replacement device. Alternatively the customer can provide an alternate storage device for data recovery or CYBERSHOP can supply a new storage device to be used for an additional cost.

- During recovery, our technicians only see what type of file it is and the size, often we cannot see what is in the file or the file name.
- Our technician will respond after an assessment is complete with the amount of data recoverable, and what types of files it contains.
- For privacy concerns, at no time during recovery will our technicians open any file and view its contents without the customer's express permission.
- If a customer chooses not to proceed with recovery after the assessment has been completed, they will be required to pay the assessment fee before we will release their equipment.

## **USER DATA:**

User generated data is not guaranteed to be safe during any repair of goods containing user generated data. Customers are advised that while all care is taken with their device during repair, they may lose their data if it is not properly backed up prior to tending the equipment for service.

- Customers will be asked at time of job booking if they would like a backup of their data taken prior to starting work on the equipment
- Cybershop can only backup healthy storage devices prior to work commencing, faulty devices must be submitted for a Data Recovery Assessment instead.
- Backing up of a customer's device is done free of charge, however a service fee applies if the customer requires the data to be restored.
- During data backup an encrypted data image is created. For privacy concerns, Cybershops technicians cannot see the contents of the encrypted data images without the customers express permission.
- All customer data is stored on a dedicated network storage device. When the customer collects their machine, the data is set on a 7 day timer for automatic destruction. If the customer wishes for their data to be manually deleted immediately, they MUST advise the technician when collecting their equipment.
- As customer's backed up data is automatically destroyed seven (7) days after completion of their job, if the customer requires data restoration after the completion of their service job they MUST contact us within seven (7) days of the completion of their job so that we can stop the destruction of their data and open a new service job for retention of their data until they can return to the store.

**A full copy of these Terms and Conditions are available upon request.**