

# Terms and Conditions of Sale

## 1. Price

- a) Prices are subject to change without notice.
  - Please contact your sales consultant at the time of order to confirm price(s).
- b) Prices include Goods and Services Tax. We will vary the tax rate in accordance with Australian government policy.

## 2. Orders

- a) Placement of orders assumes acknowledgement and acceptance of the Terms and Conditions of Sale herein.

## 3. Delivery / Collection

- a) Sydney metropolitan area:
  - Compucon freight service:
    - A freight service is available to our customers at a minimum cost of \$10 per delivery.
    - Same day delivery by our freight service is available if your order is placed before 10am.
  - Customer pickup:
    - Customers may pick up orders from our warehouse between the hours of 9am-5pm.
    - Same day pickup is available for orders placed before 3pm.
    - If you are using a courier service for pickup, please ensure the courier has a contact name at Compucon Computers, and knows which Customer they are picking up for.
- b) Outside the Sydney metropolitan area:
  - You may nominate a carrier of your choice, or use our courier, which will be charged at the appropriate rate.
  - Please advise your sales consultant at the time of order so our Customer Service Department can arrange despatch for you.
  - Orders requiring same day freight pickup should be placed before 1pm.

## 4. Payment Terms

- a) Please confirm payment arrangements with your sales consultant at the time of order.
- b) Unless otherwise approved, orders are Cash on Delivery.
  - In the case of courier/freight, payment is required before shipping.
- c) Any dishonoured cheque will attract a fee of \$20.00.
  - Compucon reminds you that it is against the law to issue a cheque without first having sufficient funds.
- d) Direct Deposits or Transfers may be made to the following account:

COMPUCON COMPUTERS (NSW) PTY LTD  
National Australia Bank  
Chatswood NSW Branch  
BSB 082201  
Account No. 483990845

## 5. Order Cancellation

- a) Some orders may be cancelled for credit provided the goods are returned to us in good condition, with all original packaging and accessories.
  - Within 7 days of delivery, a \$10 per item re-stocking fee will be charged, and the lower of either the current or original buying price will be credited.
  - 7-14 days after delivery, a fee of 35% of the buying price will be charged per cancelled item.
  - After 14 days, all sales are final and no cancellation will be accepted.
- b) Cancellation cannot be accepted under any circumstances for orders of RAM, processors, computer systems, CD titles and software, used and special order products.
- c) If you wish to change the configuration of a system prior to delivery, you may do so, but a charge of \$40 will be applied.
- d) Compucon Computers reserves the right to refuse credit if goods are not returned complete and in good condition.
- e) In all cases, freight is the responsibility of the customer.

## 6. Warranty

- a) Unless otherwise stated, warranty is one year return to base to first purchaser only.
- b) Unless otherwise requested, computer systems are covered by a one year return to base warranty.
- c) Warranty does not cover damage from accident, misuse, abuse, neglect, wear and tear, attempted repair or tampering.
- d) Compucon Computers will not be liable for direct or consequential damages, and remedy is limited to the cost of replacement or obtaining similar goods.
- e) **Private Information in Computer Storage:** If a computer product is submitted for repair and it contains private data on any storage device (e.g. hard drives), Compucon and its service agents can not be held responsible for protecting the privacy or integrity of such information unless specific arrangements are made (*such services may be charged for, irrespective of any hardware fault*). Faulty storage devices may be returned to manufacturer or other parties, resulting in potential loss or disclosure of personal data. We recommend the backup of all data and erasure of any sensitive, personal and/or confidential information prior to removal of such equipment from private premises. Erased data is potentially recoverable unless thorough data deletion technology is used. Where data is especially confidential, users may request return or destruction of replaced storage devices (*at user's expense*).

## 7. Warranty Returns

- a) Customers are responsible for the freight of returned goods.
- b) Goods returned for repair must bear our warranty label or may be accompanied by a warranty card and invoice; and a completed RMA form (available from our Customer Service Department).
- c) We aim to return repaired goods to you within 5 working days of receipt.
- d) Replacement may be made if the goods are found to be faulty and returned to us within 7 days of original delivery.
- e) A service charge of \$50 will apply if goods returned as faulty are subsequently found to be in good condition.