



Microtek PTY LTD Terms and Conditions of Engagement

Effective Date: 1st of June, 2025

Subject to Review with notice

How these terms and conditions apply

The Microtek Privacy Notice explains how we store, collect and use the data provided to us. This can be located on www.microtek.com.au

These terms of engagement outline what to expect when you engage with Microtek.

Our terms

Diagnostic & Repairs:

We'll assess your device and advise on potential repairs. Microtek has no obligation to carry out any repairs.

No work will go ahead without your consent. If immediate action is needed to prevent further damage but you are uncontactable, Microtek will hold no responsibility for the damage that may occur.

Microtek reserves the right to refuse repairs on any devices that are believed unsafe or unrepairable.

Fees:

A \$30.00 investigation/diagnostic fee will apply to all devices. This fee is non-refundable.

If you choose to mark your job as urgent, a priority fee may apply. A priority fee of \$143.00 applies to urgent jobs and is charged in addition to any labour or diagnostic fees. This fee is subject to change without notice.

All fees are charged at a technician's discretion and will be discussed/quoted when possible.

**Payment Terms:**

A 50% deposit is needed if any hardware needs to be ordered.

All payment is due within a 7-day calendar period.

Services may be paused, and a \$15.00 administrative fee may be added if an invoice is still outstanding for 30-days.

Hardware will only be released after full payment is received.

Once a repair is approved and hardware has been ordered, any change of mind will not entitle the client to a refund of deposits paid.

Data Protection:

We recommend that you backup your devices data prior to checking in.

Microtek offers a data backup service for \$125.00. If this service is declined, Microtek is not liable for any data loss that may occur during repair or diagnostics.

Service Periods:

Repair times are estimated only. Delays can occur due to parts availability or complex issues.

Parts & Warranties:

Third-party repairs may limit what we can do. We are not responsible for complications arising from earlier work by others.

Virus & Malware Removal:

We'll use professional tools and care during malware removal, but some issues may be irreversible. We recommend clients maintain antivirus protection and regular backups.

Condition Upon Arrival:

Where necessary, we document devices during intake to record physical condition and any other applicable information.

**Feedback and Complaints:**

Any feedback or complaints will be taken seriously by staff. If you have any issues or you would like to provide feedback, please contact admin@microtek.com.au.

All feedback and complaints will be treated with care promptly.

Limit of Liability:

Microtek will not be held responsible for existing faults, fragile component damage, or manufacturer defects. Our liability is limited to the service fee paid.

Uncollected Devices:

Devices not picked up after 60 days may be classified as uncollected goods under NSW law. We'll make reasonable attempts to reach you before disposal or sale to recover costs.

Your Consent:

By submitting your device, you confirm that:

- You've read and accept these terms
- You authorise us to perform the assessment and necessary services
- You accept the risks involved (e.g., data loss, voided warranties)
- You agree to all outlined fees and conditions