

Terms and Conditions

CUT Computers PTY Ltd. – Terms and Conditions

The document contains are terms of agreement between you the client and us [CUT Computer](#). If you do not agree to these terms and conditions then we are unfortunately not able to provide our services to you.

Property

Any client's property that is not collected within 3 months after date of notification to collect (and the services have been paid for) will become the property of CUT Computer PTY Ltd. At this time, we reserve the right to dispose or use the machine and components or peripherals in any matter we should choose to.

Limited Liability

The client must accept there are risks associated with the repair or any IT service. Risks could result in damage to your property. It could also mean the loss or corruption of data. Our clients must accept that CUT Computers is not liable for such damage or loss.

In the event of unintentional damage to components, peripherals, the screen or any other equipment regarding a client's computer we will whenever possible replace the damaged component/equipment. However, it may be replaced by a second hand part. This depends upon the cost of the replacement part and/or equipment and the value of your property.

We strongly encourage that if possible a client should do a full backup of data and system prior to any repair or IT service being provided by us.

Confidentiality and Privacy

The confidentiality and privacy of your information is outlined on our Privacy Policy page.

Payment

Payment is due in full upon completion of the agreed services. Payment is required prior to the release of the client's property. A deposit will be requested before any work is carried out.

Warranty

Any computer components purchased and installed on a client's behalf are covered by the manufacturers or sellers warranty. They are not covered by a warranty with CUT Computers PTY Ltd.

In most cases with a component failing under warranty and it is a repair job that we have previously undertaken, CUT Computers will supply labor to reinstall the part for no additional charge not including software and data.

We provide a 3 month warranty on our labor for general repairs, replacement and services. We provide a 1 year warranty on our labor for any new computer builds that we do for clients.

Any changes or modifications made by the client during the warranty period that results in errors or damage to the services provided by CUT Computers will void the warranty.

Malware Removal

It is very difficult to provide a warranty of this type of service as whilst a machine may leave our office clean of all malware, the client's computer may later once again become infected either with the same malware or a new type of malware.

Should this occur we reserve the right to the determination of whether the malware infection occurred after a successful malware removal service or our malware removal services was not 100% successful. If we determine the error was on our part, we will undertake a second malware removal service at no additional cost.

Transportation

If necessary, the client authorized CUT Computers staff and contractors to receive and transport your machine to a repair destination.

Services and Pricing

CUT Computers charges a capped checking fee and thereafter an hourly negotiable rate. Consultation fees may occur and extra charges for additional setups.

Our Website, Copyright and Usage of Material

All content on this website is the property of and copyrighted by CUT Computers. Any reproduction, modification, republication or distribution of the content of this website is strictly prohibited.

Data Backup

CUT Computers will only backup your data if the service specifically requires this or the client requests this service. In undertaking a backup, we will endeavor to copy all files and data possible. We will not be liable for failure to copy data that is located in an obscure location. It is the responsibility of the Client to inform us should files and folders be located in an unusual location on the hard drive.

We only backup user files and folders. The backup does not include programs beyond the standard operation system. Any addition programs will need to be re-installed by the client. We can install your other programs, but it will be for an additional charge.

Screen Replacements

CUT Computers accept no liability for screen damage caused by a client after replacement and this is not covered under any warranty. Any screen repair faults need to be reported within a maximum of seven days of service.