



## **Service Terms & Conditions**

These terms apply to an entity (the “Client”) engaging "Tech Support" By iTech the Computer Guy (ABN: 49 672 127 472).

These terms must be read with, and are subject to, any scoping document or letter from the Tech Support to the Client. These terms and that document/s together govern the contract between the Client and the Tech Support for the services concerned.

These terms also apply to any subsequent services the Client may require of the service, unless agreed otherwise and in writing.

The Client and "Tech support" iTech the Computer Guy agree to the following terms and conditions in relation to the engagement for the Project and services.

### **1. Definitions**

- A. The “Tech Support” is iTech the Computer Guy (ABN: 49 672 127 472)  
The “Client” is the entity responsible for payment of the fee rendered in respect of the Services which is going to be delivered. The “Project” is the project or job referenced in a Scope of Work document, funding submission, proposal, project plan or other related documents.
- B. In providing the Services, the Tech Support shall exercise the degree of skill, care and diligence normally exercised by Tech Support in similar circumstances.
- C. If the original Scope of Work is to be varied, the Tech Support may decline to act for the new scope of work or may review the Fee and/or any estimate of fees / expenses previously given.
- D. Generally, Project documentation including any or all the following: proposal, letter of engagement, project plan, resource schedule or other document, will be provided indicating the scope of services required.
- E. If during a Project the Scope of Work changes, these terms also apply to the new scope. In the absence of detailed information about the level of documentation already available and the skill and extent of Client support that is scheduled, some adjustments to the Scope of Work may need to be made once these are known.

### **2. Fees, Expenses, and Invoicing**

- A. In consideration of the Tech Support performing the Services, the Client agrees to pay the Access Fee in advance to the Tech Support excluding expenses such as travel, accommodation, printing, couriers, GST, teleconferences, hourly rate, and other costs related to delivery of the service. In consideration of the Client paying the Fee, the Tech support agrees to perform the Services as soon as practicable after receipt of the fee and is valid up to 90 days.

B. In case of change of mind, the client may get the fee back if the service is not initialized yet.

C. The Tech Support may be entitled to render invoices at any time. Such invoices paid by the Client within fourteen (14) days of the date shown on the invoice. The Consultant shall be entitled to interest at the same rate as the maximum overdraft rate fixed by the Australian Bank of all due and not paid within fourteen (14) days of the date shown on the invoice.

D. The Fee is quoted excluding the Goods and Services Tax (GST) and all other GST and any other applicable taxes must be added at the appropriate rate at the time of invoicing.

E. iTech the Computer Guy's Tech Support may charge you in hourly bases if:

1. Consulting more than 1 hour "Excluding paid fee".
2. Excluding travel and service expenses or delivery.

F. Please note that iTech the Computer Guy's Access Fee is quite reasonable, it depends within & out of Suburb "Shepperton VIC".

Thank you,  
iTech the Computer Guy.