



## SERVICE CENTRE TERMS AND CONDITIONS

### Equipment is Accepted on the Following Terms for Calibration and Repairs

1. By submitting your unit to Circuitlink's Service Centre or any of its Authorised Service Centres you hereby pre-approve repairs/calibrations/parts/consumables up to \$250exc as deemed necessary to complete works unless otherwise advised prior to works commencing. For clarity this excludes Date/Time checks which are subject to the pricing at time of service. Repairs/calibrations in excess of \$250exc will be quoted first and approval required.
2. There is an Inspection Fee payable where goods are accepted for repair or calibration. This inspection fee is NOT refundable. This fee is deductible against your total repair/calibration charge and serves as full payment in event of denied estimate. Inspection fee for products other than Ticketlink program is \$90exc. Ticketlink product inspection fee is \$175exc.
3. All items will be inspected prior to works being completed or a final quote being submitted. This is because often the descriptions of faults are incomplete, inaccurate, or the item is in need of repair not calibration.
4. Equipment in which parts prove to be unattainable or the item deemed unrepairable may be returned in a Non-working Condition
5. All Repair Work has a Maximum 90 Day warranty on labour and parts fitted. Neglect, abuse or unreasonable wear and tear will void any implied warranty.
6. All Equipment must be collected/ freight approved return within 3 months of:
  - a. Repair being completed
  - b. Quote being rejected
  - c. Quote being issued
7. If after notification of any of the above events or if there has been no written contact (Including email) from yourself after 4 months the unit will be considered to be abandoned and will become the property of Circuitlink.
8. Unless approval is received in writing in advance, all repairs and associated freight charges must be paid for in full before the item will be returned.
9. If the item is being returned for a warranty claim, Circuitlink will assess the validity of the warranty claim when the item is received. If the fault is deemed to be outside warranty conditions a quote for repairs will be provided.
10. Loan Unit Provision
  - a. Loan Units are only provided once security is provided for damage and/or late returns, and are subject to availability. Transportation costs are charged.
  - b. Should a Loan Unit be provided, you are responsible for its condition from when it leaves Circuitlink's premises until its return. Any damage whether intentional or accidental may be charged at standard repair prices.
  - c. Once repairs are completed, the Loan Unit must be returned within 5 business days, else we may levy rental fees of \$50/day backdated to when the Loan Unit was first provided.
  - d. If you take more than 5 days to accept a quote for works, then rental fees may also be levied
11. No liability is accepted for incorrect or incomplete details submitted.
12. No liability is accepted outside of statutory requirements as applied in State of NSW, Australia.