

Arranging your in-home Service

So you've received your new PC, and now you need it set up for your needs. Please call us on **1300 796 271** to book your service.

For your PC setup service:

To get the most out of your service, have your PC, and all your PC related equipment unpacked in the area that you would like it set up and have adequate power outlets available.

Important!

If there are any parts which have not yet arrived, please call us 24 hours prior to your service time so that we can reschedule it until all parts have arrived (call **1300 796 271**).

Terms and Conditions

Quick Knowledge PTY LTD | ABN: 40 053 635

01. Quick Knowledge (QK) is a national service company providing technical support and training on computer, audio visual and communication products through suitably aligned retail outlets (Reseller).

Customer Responsibilities

02. When you purchase a QK service from a Reseller you must register/redeem the service within 30 days of purchase otherwise the service lapses at QK's discretion. You must also retain the receipt for the life time of any service you purchase and quote the receipt number and product code on registration, and when required present it as evidence of your purchase. For your convenience it is recommended you 'tick' the service(s) you have purchased and attach the Reseller receipt to the inside cover of this booklet.

03. You must give QK 24 hours notice if you wish to reschedule an appointment otherwise QK may at its discretion charge a cancellation fee at the current listed rate

04. QK is not responsible for lost data under any circumstances and recommend that you back up all vital data on a regular basis and in particular prior to any QK service whether it be by phone, Internet or on-site.

05. You must type all passwords related to security matters if and when applicable.

06. You are responsible for removing any packaging materials or redundant equipment and parts.

07. For onsite services you need to have where applicable (a) the equipment connected to power with the immediate vicinity (b) the Internet and/or home network activated (c) legally licensed software and (d) the requisite hardware devices, components, software, cables and cabling.

08. For onsite services an adult of 18 years must be available for the entire service and at the agreed time, otherwise QK will leave the site in which case you will be required to pay compensation at the current listed rate in order for QK to complete the service.

09. You are responsible for meeting all manufacturer warranty conditions on your products and QK accepts no responsibility or liability for the consequences of any breach that may occur during the delivery of a QK service.

QK Service

10. QK reserve the right to withdraw any service from sale at any time.

11. QK reserve the right to cancel any active service at any time in which case QK will pay you a full refund (pro rata, excluding 24/7 PC Help Service) based on the original service receipt referred to in 2 above.

12. QK service details and prices in this booklet were correct at the time of printing but are subject to change without notice.

This service is proudly brought to you by:

QK - making technology work!



13. QK may at your request provide you with additional services including data transfer or back-up services and in these circumstances QK will forward a receipt by email.

14. QK service is available throughout Australia and New Zealand but a traveling surcharge at our listed rate* may apply outside of 30kms from a metropolitan city centre and 30 km from regional centres serviced by QK. A listing of QK service locations can be obtained from www.qk.com.au/service-locations. *The listed rate was 44 cents per kilometre at time of printing and is subject to change.

15. QK service is available 7 days a week excluding public holidays, and QK will use its best endeavours to deliver timely service not with standing unpredictable volume spikes, unscheduled transport or sickness problems, and other factors beyond our control, including but not limited to power failure, technical breakdowns, and acts of God.

General

16. QK does not support illegal software products or practices and will not provide any service related to or depending on them.

17. QK does not acknowledge that product manufacturers specified environmental or minimum system requirements are correct and reserves the right to either modify them as a condition of providing a service or to cancel the service as per clause 11 of these terms & conditions.

18. QK may utilise other companies products (3rd party) for the delivery of a service such as virus protection or back-up software, and in these circumstances the terms and conditions of these 3rd party products as set out on their web site also apply.

19. If QK consider a technical matter might be covered under the manufacturer's warranty and accordingly refer you to the manufacturer, QK are not responsible for any ensuing costs or delays even if ultimately the problem was not covered by the manufacturer's warranty.

20. QK support will be provided to the best of its ability but QK makes no guarantees as to the service quality nor does it accept responsibility and liability for ongoing support matters other than those provided for in these terms and conditions.

21. QK makes no guarantees nor accepts any responsibility and liability for any consequential direct or indirect loss or damage resulting from its utilisation of 3rd party products, technical and operational matters or from delays of any nature or cause whatsoever.

22. Subject to the customers statutory rights under the Australia or New Zealand Trade Practices Act or other similar state and territory laws, all entitlements and the liability of QK and/or their reseller is expressly limited to the cost of the service being provided.



Get off on the right foot, with a complimentary PC service!



PRODUCT NO. STA001

CERTIFICATE NO.

PC Setup and Secure (single PC)

Set up and Secure your new PC with this great value service; we will set up our new PC and optimise it specifically to your individual needs. Includes:

- Installation of up to 2 peripherals (cd drivers must be available)
- Installation of 2 software titles such as security and privacy software
- Setup of auto-update of operating system and drivers
- Configuration of internet and browser security settings
- Set up email account
- Data Transfer (up to 4GB from your old PC).
- 10 minutes orientation based on your needs
- Bonus 3 months access to our online e-learning courses.
- For further details on this service, please see service description below.

BONUS

Receive 3 months
access to our
E-Learning Courses!

Additional services will incur additional charges. All services should be read in conjunction with the terms and conditions stated on this page.

Service Description

This service is proudly brought to you by:

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Basic Set-Up (of a single PC)

All standard cables and peripherals (monitor, keyboard, mouse) will be plugged in. Your tech will power on your new computer and make sure it loads to the operating system login screen.

Installation of Peripherals*

Your tech will install up to two additional peripherals such as a printer, a digital camera, bluetooth enabled devices, etc using the cables and installation cds provided by you. (Driver updates can be downloaded, charges may apply.)

Configuration of Internet Connection (ISP Settings) and Browser Security Settings

Your tech will connect the cables for your internet connection, then connect your PC to the internet using the account details, password and ISP settings that you provide (make sure you have these available - check with your ISP). Your tech will then configure your internet browser security settings, as well as setting up one email account (where available).

Update of operating system and drivers

The tech will check for updates to your operating system and drivers and set them to auto update for you (high-speed internet connection must be available).

Installation of 2 software titles such as Security and Privacy Software (software titles not included)

The tech will install any 2 software titles such as security and privacy software or Microsoft Office

Customer Orientation

Your tech will complete the service by giving you a 10 minute orientation session based on your needs.

*Please note: Any BlueTooth accessories including keyboard and mouse bluetooth devices will count as a peripheral. All services should be read in conjunction with the terms and conditions stated on this sleeve.

PC Setup and Secure (single PC)