

This authority confirms that the undersigned is authorised to permit Computergate to undertake fault diagnosis on in and out of warranty items. The repair and fitting of any replacement parts on the equipment identified and to accept the fee shall be discussed with the customer prior to any rectification of the fault commencing at Computergate offices or on-site.

1. At the customer's expense, ship the unit in its **original packaging** to the **Computergate** location based on the instructions supplied.
2. **Labour fees** during business hours for Chargeable work:
 - a. Workshop Repairs @ \$120 per hour ex GST minimum 2hrs (equipment not collected shall be disposed of)
 - b. PC & POS On-Site Service is \$135 per hr ex GST, business hours only.
 - c. Server, Storage, Tape Library Devices & Network On-Site is \$165.00 per hour ex GST min 2 hours.
 - i. After-hours weekdays - \$230.00 per hour ex GST. (min 2hrs 5-8pm, 4hrs thereafter).
 - ii. After-hours weekends - \$297.00 per hour ex GST. (min 2 hours, includes travel)
 - d. Callout fee of \$250 if 4hour response is requested.
3. **Remote Site & Travel Charges:**

Time: Charged per hour, minimum of one hour round trip plus all mileage at \$1.70 per kilometre.
Costs: Actual expenses incurred to attend site and return, i.e. Parking, Taxi, Mileage, Sea, Airfare and/or Accommodation costs.
4. All work carried out by Computergate carries a warranty period of thirty (30) days from date of repair.
5. All work performed on a Time & Materials basis unless otherwise agreed in writing by Computergate.
6. If the problem is related to user software, vendor warranty or to be "no fault found", this request will be billable to the customer at the above prevailing rates.

Computergate or its representatives will not be liable for any special, indirect or consequential damages, loss of profit, goodwill, goods damaged in freight, revenue or loss of anticipated savings, or corruption of data as a result of any work carried out.
Work will commence on the receipt of this signed form and payment in a form acceptable to Computergate.

Product: _____ **Computergate Ticket Number: CW** _____

Model: _____ **Serial No:** _____

Urgent: Yes* (refer 2d) No (please tick)

Description of Fault: _____

Site Location: _____

Contact: _____ **Phone No:** _____

This document must be signed by a duly authorised representative of the customer in order for services to be undertaken by Computergate. I hereby authorise work to begin/continue based on the quote details and conditions listed above. Any additional or out of scope work to be authorised prior to commencement.

Company Name: _____ **Date:** ___ / ___ / 202__

ABN: _____ **Contact Name:** _____ **Signature:** _____

Billing Address: _____

Phone: _____ **email Address:** _____

Payment Method:

- Credit Card** (1.2% Surcharge applies).

Credit Card Number: _____ **CSV** _____
- Visa** **Name on Card:** _____
- MasterCard** **Expiry Date:** _____ **Amount:** _____

The undersigned, acknowledge that all the above details are true and correct, and that payment is authorised as stated above.

Card Holder's Signature: _____

Please email this completed "Service Request & Authorisation Form" to helpdesk@computergate.services, otherwise call the local number to contact us.