

Terms and Conditions

No Fix No Fee (NFNF)

This guarantee is only provided to work performed by our technicians for the sole purpose of diagnosing a technical problem. If our technician cannot diagnose your problem then there will be no charge to you, however, if we can provide you with a solution to your problem then you are still responsible for paying any charges incurred.

If our technician provides you with a solution and you choose not to proceed due to financial, personal or other reasons you are still required to pay any charges incurred by our services.

If our technician is able to resolve your problem, but is prevented from doing so because you do not possess the required software disc or product key, then you are still required to pay any charges incurred by our services up until this point.

Some examples of a solution which may be offered by our technicians will be:

- Replacement of faulty hardware (additional cost)
- Re/ Installation of systems software
- Re/ Installation of application software
- Contacting outside service provider (e.g. ISP)

The above list is not exhaustive and suggestions should not be limited to the above items.

The above guarantee does not apply to work relating to data recovery or if the computer has been struck by lightning or power surge

Customer Service Guarantee (CGS)

The following policy defines our limited warranty on all of our services provided to you; the following warranty doesn't limit your consumer rights as defined in the Australian Consumer Law. All our work is guaranteed by us for 4 weeks (28 days) but is subject to all limitations provided in this section.

Customer satisfaction is the highest priority of our business. If you inform us of an issue with the services we provided, and our diagnosis of the problem indicates that our services were not performed to the highest standard, our technicians will work towards finding a solution to your problem at no additional cost to you.

Computer problems are sometimes more complex and interconnected than can be initially diagnosed, this is where our CSG will cover any additional cost to you provided the problem is directly related to the original problem. Our CSG does not cover a problem which is unrelated, as defined by us, to your original problem, in this instance we will advise you before any works commence incurring additional charges. In this instance we are more than happy to provide you with an explanation why we determined the new problem isn't related.

Website Terms and Conditions

These terms and conditions govern the use of this website; by using this website you accept these terms and conditions in full. If you disagree with these terms and conditions or any part of these terms and conditions, you must not use this website.

All references to 'you' means you as the customer.

This website uses cookies. By using this website and agreeing to these terms and conditions, you consent to SuperSimplified's use of cookies in accordance with the terms of SuperSimplified's privacy policy.

The goods you order will be delivered to the Shipping Address you give when you place the order. All products are shipped from the closest location to you where possible to minimize shipping time and cost where possible. Every effort will be made to deliver the goods as soon as possible; however we will not be liable for any loss or damage suffered by you through any delay in delivery.

Once the goods are dispatched, you will be emailed shipping confirmation. We will provide you with consignment details and courier tracking numbers where possible. To track your goods, you will need to contact the corresponding courier.

It is the customers responsibility to be available for delivery and to sign and accept the goods during normal business hours; redelivery attempts may cost extra and may be passed on to you (the customer) if the delivery address is unattended. If there is no one at the address given who is competent to accept the delivery of the goods, you will be notified an alternative delivery date or a place to collect the goods from. When you sign for and/or accept the goods, you are accepting the goods in the condition that you receive them. The customer will become the owner of the ordered goods and responsible for risk of loss or damage to them once they have been delivered at the specified delivery address. Failure to inspect the goods prior to signing the delivery docket will result in the voiding of any insurance against loss or transit damage.

All claims for incorrect shipments/incorrect billing must be made within 24 hours of receipt of goods.

Website Acceptable use Policy

You must not use this website in any way that causes, or may cause damage to the website or impairment of the availability or accessibility of the website; or in any way which is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose of activity.

You must not use this website to copy, store, host, transmit, send, use, publish or distribute any material which consists of (or is linked to) any spyware, computer virus, Trojan horse, worm, keystroke logger, rootkit or other malicious computer software.

You must not conduct any systematic or automated data collection activities (including without limitation scraping, data mining, data extraction and data harvesting) on or in relation to this website without SuperSimplified's express written consent.

You must not use this website for any purpose related to marketing without SuperSimplified's express written consent.

Website - Price, Ordering and Payment

All prices on this website (<http://supersimplified.com>) are in Australian Dollars (AUD) and include GST (Goods and Services Tax). Every effort has been made to ensure that prices shown on our website are accurate at the time you place the order. If an error is found, we will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If you cancel, we will refund or re-credit you for any sum that has been paid by you or debited from your account or credit card that was used in connection with said order. The price of the goods you order are fixed at the time you place the order.

In addition to the price, you will be required to pay a delivery charge for the goods. Our shipping cost is calculated based on the weight and delivery location for your order. Your total cost for purchase of any product will be shown on the invoice.

Payment for the goods and delivery charge can be made by any method provided by the website at the time you place your order:

- Bank Transfer / Direct Deposit
- Credit Card - These are to be made through PayPal
- PayPal Express

Any of our payment methods can be used at no additional cost to the customer.

For all orders places, unless specifically agreed otherwise, payment will be taken before the order is processed. For security reasons we do not keep your credit card or bank details on record.

Website Order Acceptance

All orders placed with us are subject to our acceptance. We reserve the right to decline (ie. not accept) any order up to the point of the order being dispatched and an invoice for the order being issued. Automatic confirmation of successful order placement and/or receipt and/or processing a payment for the order does not in any way constitute acceptance of the order by us. We may require additional information and/or verification before accepting and processing any order.

If we decline your order after a full payment for the order has been received/ processed we will contact you with the details and refund the payment in full.

Website Order Cancellation

You may request that an order be cancelled provided that the order has not been processed and shipped or if an item is not available to ship. All cancellations must be done or confirmed by email.

SuperSimplified reserves the right to cancel an order or to issue a Return Authorization (RA) for merchandise that is advertised in error, or does not conform to advertised specifications, or was shipped in error. In the event a product is listed at an incorrect price, or with incorrect information due to a typographical error or product information recieved from our suppliers, we shall have the right to refuse or cancel any orders placed for products listed at the incorrect price.

Limitations of Liability

SuperSimplified will not be liable to you in any way in relation to the contents of, or use of, or otherwise in connection with, this website:

- For any direct loss
- for any indirect loss, special or consequential loss; or
- for any business losses, loss of revenue, income, profits or anticipated savings, loss of contracts or business relationships, loss of reputation or goodwill, or loss of corruption or information or data.

These limitations of liability apply even if SuperSimplified has been expressly advised of the potential loss.

Reasonableness

By using this website, you agree that the exclusion and limitations of liability set out in this website disclaimer/ terms and conditions are reasonable.

If you do not think they are reasonable, you must not use this website.

Website - Warranty and Returns

All goods supplied on our website are brand new and carry a manufacturer's warranty for Australia. Warranty period is at least 12 months from the date of supply unless otherwise indicated. It is the users responsibility to check the exact warranty period for any product with the respective manufacturer online. Goods found to be defective under the warranty will be repaired by an authorised product distributor or manufacturers or replaced with an item of equal or better performance and equal or better

value at the time the order was placed. This warranty does not apply to goods with physical damaged caused by improper use, wilful damage or accident.

Usually we do not accept returns if you change your mind and cannot accept returns if the goods have been opened. This follows all manufacturers' policies and therefore no exceptions can be made. Please choose the product carefully before placing an order.

You may return unopened products within 7 days from the original invoice date for a refund. Returned goods must be in the original condition and include all the original packaging. If the item comes in a sealed package it MUST be unopened. A Return Authorisation (RA) is required for all items. This will allow SuperSimplified to process the return request through its distribution source. A 15% restocking fee may apply and the customer is required to pay the return shipping to our supplier. We do not handle the warranty returns for products. It is the customers responsibility to read the manufacturer's warranty terms and conditions for specific detail. If the customer needs more information they can contact us via email at contact@supersimplified.com

No credit/ refund is available for any shipping/freight charge paid.

No returns will be accepted without a Return Authorisation (RA) number.

For any goods returned for repair tested not faulty, a service fee of \$40 may be charged.

Turnaround time for warranty claims largely depends on the distributors or suppliers. Some products may need to be returned to the manufacturer for resting and repair. We will try our best to speed up the process.