



Terms and Conditions:

1. **Minimum Charge \$96.00** (one hour)
This is the minimum amount charged on all inspections, repairs and call-outs. After the first hour, work is charged in 30 minute increments.
2. **Travel to Your Home or Business**
Travel to your house or business is free if located in Waihi Computers' free travel coverage area (Waihi, Waihi Beach, Athenree, Bowentown). However minimum charges do apply, see above.
3. **Gold Card Discount**
A Gold Card discount of 10% is available upon request to all Gold Card holders for all repairs and services provided by Waihi Computers.
4. **Making Payment**
Payment is due in full at the time a repair is completed or a service provided unless prior arrangements have been made. Payments accepted include cash, Internet banking, eftpos or credit card.
5. **No Buy Now, Pay Later**
There is no credit option (buy now, pay later) available for the payment of goods and services supplied by Waihi Computers.
6. **Non-payment of Repairs or Services**
All goods remain the property of Waihi Computers until fully paid. Unclaimed devices after 90 days may be sold and debts owed sent for debt collection. The Customer bears the cost of debt collection. Waihi Computers will remove any hardware/software it installed and delete personal data before sale or disposal.
7. **Return Policy**
Returned Goods will be subject to a restocking fee of 15% and must be returned in the state they were supplied (e.g. original packaging). Goods cannot be returned where a person has simply changed their mind.
8. **Data Backup and Recovery**
Device owners are responsible for backing up important data. Repairing devices may lead to data loss. Waihi Computers will try to recover personal data but cannot guarantee successful recovery, including lost passwords. Waihi Computers is not liable for data loss before, during, or after device servicing or repair.
9. **Workmanship Guaranteed**
Waihi Computers repairs, replaces, or refunds for faulty repairs, but does not cover faults caused by third-party software. (E.g., Microsoft Windows software requires regular updating, which is provided by Microsoft directly to customers. Waihi Computers cannot guarantee up-to-date software is installed on your computer.)
10. **Hardware Guarantee**
Waihi Computers offers a 180-day warranty on all new parts. Second-hand parts, computers, and laptops have a 30-day replacement guarantee. The warranty is void if damage is caused by liquids, misuse, physical impact, or cracks in the LCD or screen glass. The warranty covers the value of the products only and excludes delivery and site call-out charges, if applicable.
11. **E-waste Recycling**
Computer, laptop and phone e-waste can be dropped off at Waihi Computers free of charge (excludes businesses). Other types of e-waste is also accepted, but will incur a disposal fee.