

## SERVICE AND REPAIR TERMS AND CONDITON

A: It is the customer's sole responsibility to ensure the drop off and pick-up of all products unless repairs or maintenance are carried out onsite.

B: All products booked in attract a \$35 administration fee if no chargeable repair or service is performed (excluding warranty items).

C: Strictly no testing will be conducted on drop-off or pick-up items on Saturdays & Sundays.

D: Standard package service and repair time-frame is 5-10 business days, excluding weekends.

Special package service and repair time frame is 1-3 business days, excluding weekends. In the event, the of special service and repair requires a specific part to be ordered, in order to complete the repair, the 1-3 business days rule will be exempt, until the required part has been received. Repairs are prioritized based on the customer's choice of repair package. Special Package will hold priority over the Standard Package.

E: Once service has been completed, it is the customer's sole responsibility to pick-up goods, no later than 7 days from when the customer is contacted. If goods are not collected within 7 days of being contacted, customer will be charged a holding fee of \$10 per day for a further 7 days maximum, in which after this time, your goods will be disposed of, without any further notification.

F: The Repair Invoice provided at time of drop off for repair and service MUST be presented at time of pick-up.

Kresho reserves the right to REFUSE the release of any repair and service item, unless the Repair Invoice or sufficient photo ID with matching name and address to that of the Repair Invoice is provided. In the instance you are delayed with the pick-up of your service or repair item within the specified time frame, **section: E applies.**

G: Kresho reserves the right to refuse the release of any service and repair until the full outstanding balance has been paid. In the instance you are delayed with the pick-up of your service or repair item within the specified time frame,

**Section: E applies.**

H: Most repairs entail the hard drive being wiped. This results in complete loss of all data. It is the customer's sole responsibility to specifically request data back-up. Data back-up can be provided at an additional cost.

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I: All hardware repairs where replacement of hardware is issued are provided with 12 months warranty on the specified part only. Software repairs do not come with warranty.

J: Kresho takes no responsibility for any further faults or damage found on any service and repair item whilst in our possession.