

Top . IT

Top.IT Solutions Anytime

www.topitsolutions.com

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About:

Prior to April 2005, Top.IT was just a vision into the future of information technology. With the commencement of Top.IT in April, and with the assistance of the Top.IT on-the-spot technical assistance just a phone call away, day to day business operations become possible. As there is one sole trader, customer satisfaction is guaranteed at all times living up to its name: Top.IT.

Services:

- ♦ Home & office computer networks (Both Wireless & Physically Wired)
- ♦ Setup & installation of new computer systems
- ♦ 24 Hour technical support
- ♦ Hardware and software technical advice
- ♦ Complete computer backup devices

Charges:

All jobs are at very competitive rates and a written quote can be provided before commencement if required. Payment is due at the completion of the job unless prior arrangements have been made. Payments can either be made with cash or cheque. Bank details are provided on every invoice to facilitate the use of Direct Debit. In this case, please use the invoice number as a customer reference.

Rate:

Rates can change at any time; however notice of change will be given prior to commencement of work. Please check the website for updated rates at all times. Call-out fee is \$130 and includes the First Hour. Credit Card and Eftpos now avail for 2.5% Surcharge.

- On-Site: \$115/hr + \$20 call-out fee
- Off-Site: \$90/hr

A 20% administration fee will be charged to every overdue account. It is the responsibility of the customer to ensure that the payment of invoices is approved and completed by the invoice deadline. Top . IT expects prompt payments of all invoices.

Lead:

Customer Data

Top . IT does not accept any responsibility for loss of any data. Customers are responsible for the backing up of all data prior to commencement of any work. It is advised that backup data is to be on removable media. i.e. DVDs or CDs.

Warranty

All warranty issues will be resolved by Top.IT at no cost to the customer. Repairs typically take 3-5 working days if the required parts are in stock. Repairs may take longer when parts have to be returned to the manufacturer.

Conditions of Sale

1. No ownership of title shall pass to the buyer until the nett price is paid in full. 2. Top.IT may recover the nett price and any recovery costs in spite of title in any goods not having passed.

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