



191 High Street
Hawera, 4610
Phone: 06 2781224
Email: info@4ucomputersolutions.co.nz

New Customer Form

Please fill out the form below. Once you have completed the form, read our terms & conditions, please sign and return to us so we can start setting you up in our system.

Customer Details

Name _____

Surname _____

DOB _____ / _____ / _____

Contact Details

Postal Address _____

Physical Address _____

Telephone _____

Email _____

Mobile _____

Senior

SeniorNet

Please see reverse to read our terms and conditions and sign

Terms and Conditions for Service Work

All work is carried out on a customer's equipment to the following terms and conditions:

1. The client authorises 4U Computer Solutions to perform repairs up to the value of \$400.00 + GST. If the repair is expected to exceed this dollar amount 4U Computer Solutions will contact the client for authorisation if this amount is expected to be exceeded.
2. No responsibility is taken for any data or software losses as a result of work carried out on the computer or associated storage media. It is the customer's responsibility to maintain backup copies of all data and software and the customer agrees to pay for reinstatement work if required and feasible.
3. 4U Computer Solutions will not load software unless the original disks, CD's or licences are provided by the customer as proof of ownership. 4U Computer Solutions takes no responsibility for any breach of copyright and the customer holds 4U Computer Solutions harmless for any damages, fines, penalties or any other cost that any inadvertent breach may incur.
4. The customer agrees to pay in full for all parts, labour, travel, costs and disbursements incurred as part of the work being carried out including toll and internet charges at our published rates.
5. The customer agrees that intermittent or complex faults may not be fixed on the first or subsequent repairs. The customer agrees to pay for each step of the job until a resolution is found and signed off as completed by the technician concerned and the customer. In the event of a problem not being resolved, the customer will pay for time, material, travel and disbursements to the point that either party decide no economic or technical resolution can be found.
6. The priority of the job for non-contract customers will be set on the basis of first in first done basis.
7. 4U Computer Solutions reserves the right to part invoice the time, materials, travel and disbursements.
8. Estimates of time and materials may vary as the job is progressed based on information gained during the job. The invoiced amount for a written estimate will not exceed 10% more than the estimated amount unless prior consent in writing is given by the customer.
9. The customer accepts that all warranty work carried out in excess of the manufacturer's warranty, reimbursement to 4U Computer Solutions will be paid by the customer as per our schedule of casual service rates. 4U Computer Solutions labour is warranted for 30 days from completion of job. (Excludes Virus/Infections)
10. Payment is due upon presentation of the invoice or picking up of equipment being repaired unless prior arrangements have been made for a credit.
11. It is a condition that the Consumer Guarantees Act 1993 will not apply to any goods and services acquired for business purposes.
12. Ownership of goods supplied by 4U Computer Solutions does not pass to the purchaser until full payment is made. The customer gives permission for 4U Computer Solutions or their agent to enter the customer's property during normal working hours for the purpose of repossessing equipment should the customer be in default of payment.
13. 4U Computer Solutions reserves the right to hold delivery of goods if the customer's account is overdue for payment.
14. Goods which have been ordered are not returnable unless both parties agree.
15. Risk for loss or damage passes to the purchaser immediately on delivery. Equipment returned in original saleable condition and packaging within seven days of delivery or installation will be subject to a restocking fee of 20% of the purchase price plus the cost of any repairs. Product returns outside of the seven days or not in original saleable condition and packaging will not be accepted.
16. Equipment not uplifted and/or equipment, which has appointed unpaid labour charges, within three (3) months of notification, will be sold to recover costs.

E&OE

I have read and understand the terms and conditions set out above and agree to abide by them.

Signed by: _____

On Behalf of: _____

Dated: _____

Customers Name _____