



# YOU DESERVE THE BEST SERVICE

## Service Exclusions

Each remote support session is allotted a duration of 30 minutes.

Minimum On-Site Support appointment duration of 1hour will be noted. If your On-Site Support appointment is shorter than 1hour, the minimum duration will still be accounted for.

### Hardware and Software Costs:

The service plans do not cover the cost of any hardware or software required for repairs, replacements, or upgrades.

If any hardware or software is needed during the provision of services, they will be charged separately.

### Data Backup and Recovery:

While our technicians will make every effort to safeguard your data during support sessions, it is your responsibility to ensure proper backup and data recovery measures are in place.

1300 Geeks is not liable for any data loss or damage that may occur during the service.

## Billing & Payment

### Monthly Fee:

The monthly fee for the service plans will be charged automatically to your designated payment method on a recurring basis.

### Additional Charges:

Any additional services or support beyond the allocated sessions or hours specified in the chosen service plan will be subject to additional charges

## Limitation of Liability

While 1300 Geeks will make reasonable efforts to provide reliable and efficient support services, we do not guarantee the complete resolution of all technical issues or the restoration of all data.

We are not liable for any indirect, incidental, or consequential damages arising from the use of our services or any loss of data or revenue.

## Force Majeure

1300 Geeks shall not be held liable for any delay or failure in the provision of services caused by events beyond our control, including but not limited to natural disasters, acts of war, government regulations, or telecommunications or internet disruptions.

## Termination

If you decide to terminate your service plan, you must provide written notice to 1300 Geeks.

If you terminate the subscription after services have been provided during the subscription period, a minimum subscription period of 12months must be completed before cancellation is allowed without incurring additional charges.

If the subscription is cancelled before the completion of the minimum 12month subscription period, the amounts incurred for the services provided during the subscription period will be charged, in addition to any outstanding balance.

## Cancellation and Service Charges

We encourage you to carefully consider the duration of your subscription before making a cancellation request. Our aim is to provide you with the best value and support over the long term.

If you have any questions or require further clarification regarding cancellation charges or service fees, please reach out to our dedicated customer support team. We are here to assist you and ensure a transparent and seamless experience throughout your subscription.

Please consider this cancellation policy before deciding to terminate your service plan.

## Refunds

The monthly fees paid for the service plans are non-refundable, even in the case of early cancellation.

## Acceptance

By subscribing to any of the service plans offered by 1300 Geeks, you acknowledge that you have read and understood this Product Disclosure Statement (PDS) and agree to the terms and conditions outlined herein.

Please retain a copy of this PDS for your reference and contact our customer support team for any further clarification or assistance