

Techknow
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Techknow Terms and Conditions

Techknow has been hired by you for the installation or maintenance of a Technology system or device.

However, we do not guarantee that the system cannot be removed, tampered with, or made to stop working by you or any unauthorised person. Techknow do not guarantee that equipment installed by Techknow won't stop working due to a manufacturer fault, removal of the installed device/s or modification and/or adjustment by you or any unauthorised person. Should this happen, Techknow are not responsible for any losses you may suffer directly or indirectly.

You agree to give us and our workers full access to your premises/Device to survey, measure, install, test equipment. You also agree to provide an adequate electricity supply for the equipment to operate correctly. If our work is interrupted or delayed because of a problem with access, or current devices supplied by customer are not operational or unreliable, or the electricity supply is inadequate, we may make an additional charge. We are not liable if completion is delayed due to circumstances beyond our control and standard fees will apply for any increase in estimated time frame. By signing Terms and conditions, you guarantee that you have full authority to allow the installation/maintenance and no other consent is needed.

Techknow is not liable or responsible for providing any warranty work, if device has been purchased from Techknow and device suffers a manufacturer fault covered by warranty, Techknow will pursue a replacement from manufacturer however any installation or other work required from Techknow will be charged at our standard price schedule or in agreeance with the clients support package.

The company Techknow shall have no liability for any loss suffered and, we do not accept any liability whatsoever for any consequential loss or damage (including loss of earnings or profits) which may arise from any malfunction or defect of the system.

Techknow has been hired by you for the installation/maintenance of your system, this means once original system installation requested by you is completed any additional work for any reasons will be charged at standard Techknow standard pricing schedule or in agreeance with the clients support package.

Techknow follows manufacturer recommended installation instructions, so we are not liable if system or device installation time increases due to abnormal behaviour.

If installation is complete but you require additional support or training this will be charged at standard Techknow pricing schedule or in agreeance with the clients support package.

The customer assumes responsibility for making a backup copy of any programs and/or data stored on the equipment before requesting Techknow perform work. The customer will not hold the Techknow liable for any loss of programs or data.

The Customer can ask for a backup to be completed but the customer will not hold the Techknow liable for any programs or data that may fail to transfer and backup or if device fails during the backup process.

All invoices are to be paid within the 14-day period provided on invoice. If payment has not been made in full within 14-day period, a \$20.00 service charge will be applied to all overdue accounts.

If 30 days passes from due date of invoice and no payment has been made a further \$50.00 service fee will be added to the amount owing and the invoice will be passed onto a debt collection agency or Techknow will send out a letter of demand. From this time the outstanding amount will incur a 10% interest rate until debt is finalised.

Any fees involved in Techknow successfully collecting the amount owing will be added to customer's owed amount.

By completing this webform for Techknow installation Terms and conditions you agree for this job and all future jobs when using Techknow services.