

Job Agreement

SEE TABS AT BOTTOM FOR OTHER SECTIONS

JOB ID:

Client:

Service Agent:

SECTION A

UNLIMITED JOB GUARANTEE

The NWS warranty covers repair or replacement, labour, freight, & travel of all faulty PC components. NWS warranty service and parts replaced under warranty are also covered by your warranty. This warranty does not cover software, data, settings, or faults caused by user error, inadequate or hazardous environment, or power surges or spikes, or other conditions that are unrelated to faulty components.

NWS warranties & service do NOT cover software, data, or settings. Data loss can occur in many ways, eg hard disk failure, data & software damage & corruption, hardware or software malfunction, and viruses.

It is your responsibility to safeguard and back-up your software & data, particularly prior to service. Depending on existing fault, NWS Service Agents may be able to back up data for you prior to service. This is a separate chargeable service by the Service Agent, and not part of NWS warranty service. NWS is NOT responsible for any data or software loss that may have or may occur (regardless of how). Fault diagnosis and faulty part replacement will sometimes entail loss of data and/or settings. NWS service includes settings or configuration of replaced parts, eg reloading operating system if HDD is replaced, video settings if video card is replaced; however, the warranty does not include reloading applications, or non-component related configuration.

Please refer to your NWS Warranty Terms & Conditions for any further details.

SECTION B

NON WARRANTY FAULTS

NWS warranties provide comprehensive coverage of PC hardware faults and a valuable range of warranty and service enhancements; however, the NWS warranty does not, and cannot, cover non-hardware faults. Non PC hardware faults include any software, data, settings, configuration and/or connectivity, and/or peripheral problems, errors or issues. Please refer to NWS Terms & Conditions for further details.

Consult your Service Agent regarding what their service costs would be if the fault and/or problem is non-warranty.

If you decide not to proceed with this Authorised NWS Service Call that was previously logged with NWS, a NWS Service Fee for the time & travel involved, as specified in current NWS Fee Schedule, will be payable.

Please call NWS on 1300 765 860 regarding any questions or problems.

I understand that non-hardware faults are not covered by the NWS Premium Warranty, and that there will be a Service Fee to resolve (fix) any existing problem or issue if the fault proves to be non-warranty. I understand I may employ the NWS Service Agent to carry out non-warranty work, and that this is a separate service and charge, unrelated to the NWS warranty.

Client Signature

Date

SECTION C

JOB COMPLETION

Tick or cross one of the choices below

Job has been completed satisfactorily.

Job was not able to be completed satisfactorily for the reasons below.

Client Signature

Service Agent Signature

Date

SECTION D

REASONS FOR NON-COMPLETION OR COMMENTS
