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CONDITIONS OF SERVICE:

BSG can help in most circumstances, but outcomes are as varied as the problems we see, so we must evaluate and assess the presented device/system before we can answer many questions. Evaluating and assessing a repair cannot be done without investing time and resources, and for this reason a minimum charge is applicable. This typically allows us to estimate total repair costs, and possibly complete a repair.

The standard assessment fee is **\$80** inclusive of GST. Keyboards and DJ performance equipment (including CD players, controllers and mixers) attract a **\$150** fee. BSG also offer a fixed price quotation for insurance claims for **\$150** inclusive of GST. The fee is payable before an assessment will be carried out, unless under warranty.

You should not assume your device will be as it was upon assessment conclusion – if estimate is rejected, final outcome is subject to variables.

Warranty claims will be treated as such unless proven otherwise. A warranty claim must be accompanied by valid proof of purchase. **If the problem is deemed not to be a manufacturing fault** and warranty claim rejected, you will be charged the required assessment fee to proceed.

A sufficient repair threshold for your items(s) often allows us to repair more economically. Repairs under \$200 total value will auto proceed. You do have the option to set a different repair threshold at the time of booking in.

User data will be lost during assessment – please ensure your critical data is backed up before submitting repair. No liability will be accepted for lost data. All times and expenses detailed are estimates only and are based on information gained from suppliers and faults that can be confirmed. Partial or complete repairs may be necessary to detect secondary issues, and all charges will be applied regardless of estimated repair outcome.

Shipping expenses are not included in assessments unless otherwise stated. Backorders and failed deliveries are out of our control and as such no responsibility will be accepted by BSG for problems or expense arising from delays.

In some cases, BSG may arrange for the return of customer equipment on the customer's behalf, at the customer's or BSG's expense, with a carrier selected by BSG. BSG will return any such equipment using packaging materials supplied by the customer and accepts no responsibility for the suitability of those materials. Any additional packaging supplied by BSG will be at the expense of the customer. BSG accepts no responsibility for any loss or damage suffered by the customers, howsoever caused, including but not limited to the negligence of BSG, its employees or agents or carrier engaged on behalf of the customer, in relation to the return of the products to the customer. BSG recommends that the customer arrange for its own insurance for the return of equipment.

If the goods are not collected within 90 days of notice to the customer, of the completion of the repair or estimate, the customer in leaving the goods authorises BSG to dispose of the goods in such a manner as BSG in its absolute discretion considers fit. Further, the customer releases BSG from any liability arising out of or connected with such disposal whether by negligence or otherwise.