IT ON THE SPOT – CUSTOMER BOOKING & SERVICE AGREEMENT

For all in-home computer setups, data transfers, and IT services

Customer Details

Name: _____
Address: _____
_____
Mobile#: _____
Email: _____
Service Details

Service Type (tick all that apply):
☐ In-Home Computer Setup
☐ Single-Device Setup
☐ Data Transfer
☐ Email Setup
☐ Printer setup installation of driver pack
☐ Microsoft Office Installation (license required)
☐ Norton/trend installation (license required)
☐ Hardware Introduction / New Device Setup
☐ Other: _____

Data Handling & Customer Responsibilities

1. Loss of Data

You acknowledge that repairs, replacements, or setup work **may result in loss of data**.

Your document states: “The replacement or repair of the goods may result in loss of the data.”

2. Customer Data Backup

You are responsible for backing up your own data before service. If you request IT On The Spot to back up or attempt data recovery, we will use due care and skill, but **we cannot guarantee data will be preserved**.

Your document states: “The Franchisee gives no guarantee that the data will be preserved.”

3. Sensitive or Confidential Data

You are strongly encouraged to remove sensitive or confidential data before service. Technicians may need to view data during setup or transfer. If illegal or offensive data is found, IT On The Spot may refuse service or notify relevant authorities.

Service Conditions

1. Acceptance of Service

By signing this form, you request IT On The Spot to perform the selected services. You acknowledge that service times may vary due to factors outside our control, including part availability or incorrect fault descriptions.

Your document states: “The Customer acknowledges that this time may vary due to reasons beyond the reasonable control of the Franchisee or Repairer.”

2. Fees

You may be required to pay labor, assessment, or travel fees outside of the service scope. Travel beyond 30km incurs a $50–$100 surcharge depending on the distance.

3. Your Rights

Nothing in this agreement restricts your rights under Australian Consumer Law.

4. Privacy

Your personal information is handled in accordance with IT On The Spot’s privacy policy. Information is used only for service delivery, invoicing, and follow-up support.

Customer Declaration

I, the Customer, confirm that:

- I have listed all items provided for service.
- I understand the risks relating to data loss and data handling.
- I authorise IT On The Spot to perform the selected services.
- I accept the terms and conditions outlined in this agreement.

Customer Signature: _____

Date: _____