



support for your mac.



Authorised Service Provider

In-House Service & Support:

We employ specialist, Apple Certified technical staff to assist you with any issues you may experience with your Apple product. We are Authorised Apple warranty agents.

Quotation / Diagnosis Fee	\$99.00	----	<i>Diagnosis & Quotations Only</i>
Service & Support:	\$120.00	Per Hour	<i>All non-warranty in-house repairs, service and support</i>
Express Diagnosis Fee:	\$199.00	Additional	<i>Maximum of 4Hrs to diagnose, quote and commence. Applies to business hours, hourly rates apply.</i>

On-Site Support & Consulting:

Our technical department also provides onsite support as well as a pickup and delivery service if you require. Our on-site service is suitable for home, business or enterprise users.

Support & Consulting	\$150.00	Per Hour	<i>Casual on-site hourly rate. Minimum \$90.00</i>
Out of Hours Support & Consulting:	\$220.00	Per Hour	<i>Applies 7-9am and 6-9pm weekdays, minimum 1Hr</i>
Call out / travel fee:	\$50.00	Additional	<i>Maximum 100km return travel from store includes pickup and return service</i>
4 Hour response:	\$199.00	Additional	<i>Applies to business hours, hourly rates apply</i>

Pre-Paid Support:

Businesses can pre-pay for consulting and support services and have our call out fee waived.

Basic pre-paid support voucher	\$1200.00	10 Hours	<i>Support for businesses, call out fee waived. Expires 6 months (advanced configuration and consulting may incur additional charges)</i>
Business pre-paid support voucher	\$2400.00	22 Hours	<i>Support for businesses, bonus 2Hrs support, call out fee waived. Expires 12 months (advanced configuration and consulting may incur additional charges)</i>

Managed Services Agreements:

We specialise in providing Managed Service Agreements for our clients who want first class support, consulting and proactive maintenance of their IT infrastructure. We offer continuous device management, offsite backup and priority help desk.

Managed Service Agreement	----	On Request	<i>Managed Service Agreements for business customers who require maintenance and support covered by our tailored SLA. We provide support so that you don't have to worry.</i>
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TERMS & CONDITIONS

[Please see over page](#)

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