

S2RV GLOBAL SOLUTIONS

TERMS OF SERVICE

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1. Definitions

Services means IT support including remote support, onsite services, troubleshooting, system setup, and maintenance.

Australian Consumer Law (ACL) means Schedule 2 of the Competition and Consumer Act 2010 (Cth), providing consumer rights and guarantees.

2. Acceptance

By using our services, you agree to these Terms.

3. Services

We provide remote and on-site IT support, troubleshooting, system setup, and maintenance.

3. Australian Consumer Law (ACL)

Nothing in these Terms excludes, restricts, or modifies any rights under the Australian Consumer Law.

Where services fail to meet consumer guarantees, customers are entitled to remedies including re-service or refund where applicable.

4. Client Responsibilities

Clients must:

- Provide accurate information
- Maintain backups of all data
- Provide authorised access
- Ensure lawful use of services

5. Remote Support Risks

- Client acknowledges risks associated with remote access
- We are not liable for pre-existing issues or hidden system faults

6. Data & Backup Disclaimer

Clients are solely responsible for maintaining backups. We are not liable for data loss unless caused by proven negligence.

7. Third-Party Dependency

We are not responsible for failures caused by:

- Internet Service Providers
- Cloud platforms (e.g., Microsoft, AWS)
- Hardware vendors

8. Bookings & Payments

- Payment is required prior to service unless agreed otherwise
- Pricing varies based on scope and urgency

9. Cancellation Policy

- Minimum 24 hours notice required
- Late cancellations may incur charges

10. Limitation of Liability

To the maximum extent permitted by law:

- No liability for indirect or consequential loss

- Liability limited to service fees paid

11. Intellectual Property

All materials remain property of S2RV Global Solutions.

12. Termination

We may suspend services for misuse or breach.

13. Governing Law

Western Australia, Australia

14. Contact

S2RV Global Solutions Email: info@S2RVGlobalsolutions.com