
Terms and Conditions for Training & Technical Services

1. Bookings

An official purchase order is required to be received by Metquip Systems before any training places can be confirmed. Acceptance of such order is subject to the proposed attendee meeting applicable course pre-requisites and to availability of places. Any bookings remain unconfirmed until notified otherwise, either via post or facsimile transmission by Metquip Systems.

2. Payment

For customers that have current pre-approved credit facilities with Metquip Systems, an invoice shall be issued once an order has been accepted. Note however that unlike our standard terms and conditions, remittance for training product and/or services is strictly net seven days. If the training course commences in less than 7 days from the invoice date, the invoice must be paid immediately.

For new customers or for those without approved credit facilities, full payment is required before any training places can be confirmed. Payment via credit cards such as Visa, MasterCard or Bankcard can be made accordingly.

For any on site training courses, payment must be made on the following conditions:

- 25% of the total of the course on order placement
- 25% of the total before the course commencement date
- 50% remaining when the course is completed

Any on site training course will be confirmed only if the initial 25% payment is received when an order is placed. Once a date is agreed for an on site course to take place, an additional 25% payment must be made before such date. Failing to make this payment will result in the postponement of the agreed date and a new date must be re-negotiated.

3. Cancellation

Once a purchase order has been placed on Metquip Systems for training, any cancellation by the customer shall incur a charge. Substitutions of persons who shall be attending are welcomed providing relevant course pre-requisites are met.

If a cancellation occurs within three weeks of the commencement of the training course, no refund shall be forthcoming. Course notes will be available in this case.

Where a cancellation is received via post or facsimile transmission not less than three weeks before the commencement of the course, a refund of fifty per -cent shall be provided by Metquip Systems.

In the unlikely event that a training course is cancelled by Metquip Systems, a full refund shall be provided. Note, however, that Metquip Systems cannot be held responsible for any losses resulting from such a cancellation.

Sydney Office

Unit 19,11-21 Underwood Rd
HOMEBUSH NSW 2140
Telephone: (02) 9763 5422
Fax: (02) 9763 5722

Brisbane Office

Office 12, Level 1 Aspley Fountain
1344 Gympie Rd
ASPLEY QLD 4034
Telephone: (07) 3863 9955
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Melbourne Office

160 South Gippsland Highway
DANDENONG SOUTH VIC 3175
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Fax: (03) 9793 7022



For on site training courses, cancellations will not be accepted once an agreed date is established. In the event of that an unforeseeable factor takes place and a date must be changed, a new date will be re-established and agreed upon for an on site course to take place.

4. Technical Support related to Application Issues

Our Technical Support team can offer technical assistance for Application related issues that may arise during or after the deployment of new systems. Similarly too in events when previously developed applications exhibit malfunctions or require an in-depth review our Technical Support team will be available to review such applications and provide solution path

5. Version Upgrades Services

Our Technical Support team can offer technical services to assist in building a version upgrade "technology refreshment" covering both, software version upgrade and or hardware version upgrade. These services are available if you require our expertise assistance working with your in house team or if you want to engage our Technical Support team in conducting an upgrade plan.

6. Schedule of Rates

- a. For Application Support our Standard rate is \$120 per hour where the support required will be executed from Metquip Systems offices. Customers that have a valid Software Support contract will be able to receive lower hourly rates.
- b. For on site Application support or technical assistance the same rate is applicable with a minimum call of 4 hours + traveling time from the closest Metquip Systems office. If one of our engineers from an interstate location requires attending a different site outside of its own state, all traveling expenses will be charged additionally.
- c. For Version Upgrades and technology refreshments plans where our expertise assistance is required on an ad-hoc basis the above rates will be applicable. Alternatively if you prefer to engage our Technical Support team in providing a complete Software and Hardware upgrade strategy, this can be provided on a fixed price. Please contact your nearest Metquip Systems office in order to discuss this option.

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