

Computerbank Victoria Inc

Registered No. A0038859B

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Email: info@computerbank.org.au Web: www.computerbank.org.au

Opening hours Friday and Saturday 10am-5pm

Receipt and Disclaimer

Date:

My agent or I accept this refurbished computer equipment from Computerbank, I understand and agree to the following:

- Computerbank is a self funded, volunteer organisation, working with donated equipment installed with Open Source and free software. Our computers are only available for community groups, concession card holders and students.
- Computerbank has a standard three month warranty for our hardware. The warranty is extended to six months if Ubuntu Linux remains installed on the system.
- All equipment is tested at Computerbank; it is law that we request you to have this tested by a qualified electrician. Computerbank volunteers perform cursory checks on the safety and reliability of this equipment. To minimise the risk of damage, please treat this equipment with care, use proper electrical safety practices. Do not force leads into sockets.
- We cannot take responsibility for damage, injury or data loss as a result of the misuse or abuse of equipment. Regularly backup all important data.
- In addition I agree to the licensing terms for the following software on my Computerbank Linux computer: Macromedia Shockwave/Flash Player, Microsoft fonts, Adobe Acrobat PDF Reader, Skype, Realplayer media viewer and *[insert other PTY software in use on system]* _____.
- Computerbank is not in a position to visit homes for free. If the equipment we supply becomes faulty or needs servicing it is your responsibility to bring it in to us or pay for a home visit.

Computerbank's anti-piracy policy: We do NOT provide or support any Microsoft Windows software nor do we put illegal software on our computers. The use of pirated software is against the law.

Warning: In Australia computers run at 240 volts. Most computers have a switch at the back that allows them to be set to 115 volts for use in other countries. Do not touch the switch on the back of your computer as it will blow up. If you blow up the computer we will not replace it free of charge.

Equipment supplied

Computer Number Price:..... Computer Guide Y / N

Processor: Hard Drive: Memory/RAM:

22", 20", 19", 17" or 15" *[circle]* LCD Monitor, Keyboard, Mouse and 2 Power Cords.....

Optional Extras *[specify]*:

The items above have been received and the conditions are agreed to:

Name: Signature:.....

Login and passwords for your computer:

Normal user login. For name type: **user** Password:.....**cbvuser**.....

System manager login. For name type : **root** Password:**cbvsys09**.....

Operating System: Ubuntu Linux 9.04 Jaunty Jackalope Computerbank customisation

When your computer reaches its end of life, please remember to recycle it with care for the environment. You can recycle your computer at Computerbank or at other computer and/or metal recycling groups.

KEEP THIS RECEIPT

Warranty and Support for your Computerbank Computer

General: We do not provide support for any Microsoft Windows operating system software; we will NOT install Windows on your computer.

Standard Three-month hardware and software support warranty: If your Computerbank computer breaks down within the first three months of receiving it, we will replace faulty hardware or reinstall/troubleshoot our software.

Extended: If you keep Ubuntu Linux on the system we extend the hardware and software warranty to **six months**.

If you have installed Windows or another proprietary operating system on your Computerbank computer we can not troubleshoot a software problem. If you bring the computer back to us, we can reinstall our Linux system to provide you with a working machine at a cost of \$25.

What happens after the warranty? If your computer breaks down after three months and you would like us to fix it (and it has it's original Linux software configuration) we can support you for a small charge. Our rates for repairing and troubleshooting computers are:

- A flat \$25 per visit to our workshop. You may have to leave your computer and pick it up later depending on the problem.
- \$27.50 per hour, plus a call out fee for on site support (if we come to your house). The call out fee will vary depending on where you live (\$10-20).

Return Policy: We will refund your money **within two weeks** of purchase if there is a hardware or software fault caused by us. We will not give a refund if you have tampered with the hardware or software. We cannot refund your money if you have changed your mind. If you have installed Windows on the computer being returned, we will refund your money less \$25.

Getting Free Help

Before ringing us, check the Computerbank Linux Desktop Guide we gave you. There is also an electronic copy of the guide on the computer. The guide answers many common questions.

Free limited telephone support is available for up to six months. We understand using a computer is a big leap for new users. You can call us for support on Friday between 11am and 4pm or Saturday between 2-4pm. Our telephone number for support is **(03) 9600 9161**. Sometimes we may not be available due to factors beyond our control. Please have patience, leave a message and we will return your call when we are able to. We will phone you back as soon as possible. We can only allow 15 minutes per telephone support call.

When you call us tell us as much information about the problem and your computer as you can. When you phone us, we will take down this information quickly and someone will call you back. The information you give us will help our technical people decide if your problem can be solved over the phone or if you need to bring the computer back to us.

Support for your computer is also available at our building on Friday between 10.30am and 4pm. You **must** ring for an appointment. We cannot guarantee someone will be able to help if you just turn up. Depending on the problem and our available resources it may be necessary to leave your computer with us for up to a week.

User support requests can also be emailed to info@computerbank.org.au

Show Me How/Training Days

We run a '**show me how**' day on the third Saturday of most months. If you have questions or would like us to show you how to do something, please call up and book into these sessions. You should bring your computer box when you come.

Training is held when we have enough people to run a class. Let our front desk volunteers know you are interested in attending a session.

Other Options for Support: Your Computerbank computer contains online help. Most programs on your computer have a help option. Lots of information is also available on the internet.