

Computerbank Victoria Inc

Registered No. A0038859B

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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 volunteer organisation, working with donated equipment installed with Open Source and free software. Our computers are available for concession card holders only.

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, Adobe Acrobat PDF Reader, Skype, and Realplayer media viewer.

Computerbank is not in a position to visit homes for free. If the equipment we supply becomes faulty or needs servicing it will be your responsibility to return it 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:
17" or 15" (circle) Monitor, Keyboard, Mouse and 2 Power Cords.....
Optional Extras:

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

Support for your Computerbank Computer

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 or troubleshoot the software. We will do this for no charge provided your computer still has the Computerbank software configuration on it. We do not provide support for any Microsoft Windows software; we will NOT install Windows on your computer. If you have installed Windows or another proprietary operating system on your Computerbank computer we will not troubleshoot the problem. We can reinstall our Linux system to provide you with a working machine at a cost of \$25 if you bring the computer back to us.

If you have a problem or a question about your computer: First check the Computerbank Linux Desktop Guide we gave you when you received your computer. It answers most questions people ask us. Please check your guide BEFORE ringing us. Free limited telephone support is available for three months to people who have attended training sessions. We understand using a computer is a big leap for new users. 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. We only have one incoming line. This information 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. We will phone you back as soon as possible. We can only allow 15 minutes per telephone support call. In the case of very drastic problems (unable to be solved over the phone) we will advise you to bring your computer in to us. 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**. At other times leave a message and we will return your call when we are able to. Unfortunately Computerbank can not carry out telephone support to mobile phone numbers The cost of these calls is too high for our budget. Note down your problems and phone us from a public phone.

Support at Computerbank, 483 Victoria St. West Melbourne: Support for your computer is available at our building on Friday between 10.30am and 4pm. You must ring for an appointment. Depending on the problem it may be necessary to leave your computer with us for up to a week. If you drop in without an appointment – we may be too busy to help you. 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.

Internet Support Options: If you have an Internet connection and an email address, please email your questions for assistance to our support mailing list. The email address is cbsupport@lists.linux.org.au Computerbank is on Internet Relay Chat IRC #computerbank on the irc.freenode.net network.

Other Support Options: Your Computerbank computer contains online help. Most programs on your computer have a help option. More assistance from our website at <http://www.computerbank.org.au>

What happens after the three-month warranty period? 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 \$22 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.
- You can still ask questions on our support mailing list. The email address is cbsupport@lists.linux.org.au

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.