



TURRAMURRA MUSIC INSTALLATION AND SERVICE PACKAGES (as of 1st January 2007)

Support and service options are available for Turrumurra Music customers. Only for music computer related products purchased from Turrumurra Music. (Shop Hours only) Please consider when you are purchasing any computer equipment, that our Computer technical staff can save you a lot of time and stress by setting up or upgrading your system for you. These days, registration of software alone is very time consuming and can be frustrating. Our Tech can save you all of this hassle and optimize your computer for audio with one of the following packages. Please take time to read and understand the packages we have available as they are for your benefit.

1. ***In-Store Installation Package*** of any Software and Hardware is \$180. This includes a half hour instruction and limited phone support as well as back to store warranty on the system (as installed) for a period of 3 months.
2. ***On-Site Installation Package*** of any Software and Hardware is \$360. This includes two hours training on site and limited phone and email support as well as back to store warranty on the system (as installed) for a period of 3 months.
3. ***By the Hour in store*** In store work can be organize at the current rate of \$66 *per hour*.
4. ***By the Hour on site*** On site work can be organize at \$88 per hour (minimum 2 hours + travel \$50)
5. ***OS Install*** Complete operating install. \$165
6. ***Support Package*** Email and Phone support extended by 9 months (12 months total) and labour reduced by 50% for hands on work. (For In store, On site or HD packages only) \$165
7. ***Digidesign HD systems in store and On Site are available on request.***
8. ***Training Can be advised on request but is generally not provided.***

The Following Information will assist you

Customers who elect to do their own installations are entitled to limited email and phone support at the discretion of the technician. (We provide no support for free software)

1. Turrumurra Music has a technician in store Monday to Friday from 12.00 to 6.00pm for support and service issues, unless as arranged by appointment. This is subject to the technician being on leave or absent. Email your support questions to support@turrmusic.com.au. All offers are subject to the terms and conditions on our service docket, and are listed on our website.
2. All offers are in addition to any Manufacturers warranty.
3. All prices include GST.
4. An original Turrumurra Music receipt must be produced before warranty work or support can be provided. Warranty does not cover "no fault found" and will attract normal hourly rates.
5. Our warranty is void if any of the hardware or software is changed without our approval.
6. We will not service any computer system, or accept any responsibility for goods sold to customers with unauthorized software.
7. We reserve the right to deem that a product combination is working to reasonable expectation.
8. Does not include installation, set up and support of free software. (extra fee applies)
9. The procedure for assisting customers who elect to do their own installation without taking up one of our package options is as follows.
 1. You will need to bring the system in. (That is CPU and related hardware and software – not K/B or mouse)
 2. We will charge you for our tech's time to sort out the problem @ \$33per half hour or part thereof.
 3. We will not charge you if there is a compatibility problem that is a result of the equipment we have sold.
 4. We will not charge you if the unit we supplied is found to be faulty. (unless it has clearly been installed incorrectly or tampered with)
 5. Return or replace the item subject to 3 + 4. (no refund)
 6. Charge stands if we fix the problem or we find fault with your computer system.