

## Sales Promotion specific Terms & Conditions

*Terms and Conditions applicable to current special offers. These terms and conditions are additional to our current Standard Terms and Conditions but do not replace any of them.*

### **A4 Colour MFD Special:**

- Subject to signing a 60 months Low Start Agreement
- Subject to Financial approval
- Subject to Signing a 60 months service agreement
- All values excludes GST
- Delivery and Installation within 75km of our office in Gold Coast, Sunshine Coast, Harvey bay and Bundaberg
- CloudSteam Subscription included for 24 months, there after normal pricing applies.
- Included prints are Mono: 37 000 and Colour: 3 000.
- Standard Service Rates apply after included prints are consumed.
- Monthly Minimum Volume Commitments:
  - IMC320F: Mono 1500 Colour 200
- Any changes to this offer will result in recalculation of advertised Rental

### **A3 Colour Special:**

- Subject to signing a 60 months Low Interest Agreement, valid until the 31st of December 2025
- Subject to Financial approval
- Subject to Signing a 60 months service agreement
- All values excludes GST
- Delivery and Installation within 75km of our office in Gold Coast, Sunshine Coast, Harvey bay and Bundaberg
- CloudSteam Subscription included for 24 months, there after normal pricing applies.
- Included prints are Mono: 42 000 and Colour: 8 000.
- Standard Service Rates apply after included prints are consumed.
- Monthly Minimum Volume Commitments:
  - IMC2010: Mono 2625 Colour 500
- Any changes to this offer will result in recalculation of advertised Rental

### **Boardroom Solution Special:**

- Subject to signing a 60 months Managed Service Agreement, valid until the 31st of December 2025
- Subject to Financial approval
- Subject to sight inspection and technical scoping
- All values excludes GST
- Delivery within 75km of our office in Gold Coast, Sunshine Coast, Harvey bay and Bundaberg
- Excludes Installation
- Any changes to this offer will result in recalculation of advertised Rental

## Technical Service Support related Terms & Conditions

### Guaranteed Service Response - No Service No Pay Terms and Conditions

#### Terms & Conditions

This “Guaranteed Service Response – No Service No Pay” (“Offer”) is a promotional service guarantee provided by Ion Business Solutions Pty Ltd (“ion”).

This Offer operates in addition to, and does not replace, amend, or override, ion’s standard Service Level Agreement (“SLA”) or Terms of Service.

#### **1. Scope of the Offer:**

1.1 This Offer applies only to break-fix fault service calls relating to eligible machines supplied and supported by ion.

1.2 This Offer applies per machine, not per customer account.

#### **2. What the Offer Provides:**

2.1 If a customer logs an eligible break-fix fault service call and ion does not provide a qualifying response within the defined response timeframe, the customer will be eligible to receive a credit equal to 100% of the usage charges (Cost Per Copy / CPC) for the affected machine for that billing month.

2.2 This Offer applies only to usage charges (CPCs).

#### **3. Charges Excluded from the Offer:**

The following charges are expressly excluded and remain payable in full:

- Machine rental or lease charges
- Fixed service or maintenance fees
- Subscriptions or software fees
- Consumables
- Accessories
- Any other fixed, pass-through, or non-usage charges

#### **4. How a Service Call Must Be Logged:**

4.1 A service call must be logged via one of the approved channels, Email, ion’s website or Telephonically.

4.2 The response time commences only once the service request is created in ion’s service management system.

#### **5. Business Hours & Response Time:**

5.1 ion’s standard business hours are 8:30am to 4:30pm (local business days).

5.2 The two (2) hour response timeframe applies only during business hours, pauses outside business hours and resumes at the start of the next business day

#### **6. What Constitutes a “Response”:**

For the purposes of this Offer, a “response” is deemed to have occurred when any one of the following actions is recorded in ion’s service system:

- Acknowledgement or confirmation of the service request
- Direct human contact with the customer (phone or personalised email)

- Meaningful action, including assignment of a technician and notification of next steps
- Technician attend to call on-site or remotely.

### **7. Claim Process:**

7.1 This Offer is not applied automatically, to claim under this Offer, the customer must:

- Submit a claim within 48 hours of the alleged response time breach
- Email the claim to [service@ionsolutions.com.au](mailto:service@ionsolutions.com.au)
- Reference the relevant service request

7.3 Claims submitted outside this timeframe or without sufficient detail may be rejected.

### **8. Exclusions:**

This Offer does not apply to:

- Preventative maintenance
- Planned works, installations, relocations, or upgrades
- Non-fault or user-error service calls
- Issues caused by third parties, including power, network, software, or equipment not supplied by ion
- Events outside ion's reasonable control
- Accounts that are suspended, on hold, overdue, or otherwise in breach of contractual terms

### **9. Relationship to SLA:**

9.1 This Offer is a commercial promotion only.

9.2 In the event of any inconsistency between this Offer and the SLA or Terms of Service, the SLA and Terms of Service prevail.

9.3 Nothing in this Offer creates additional contractual rights beyond those expressly stated.

### **10. Amendment or Withdrawal:**

ion reserves the right to amend, suspend, or withdraw this Offer at any time, subject to applicable law.

## **30-Day Money-Back Guarantee – Equipment Purchase**

### **Terms & Conditions**

This 30-Day Money-Back Guarantee ("Guarantee") is a voluntary promotional offer provided by Ion Business Solutions Pty Ltd ("ion") in relation to the purchase of eligible equipment. This Guarantee operates in addition to, and does not replace, amend, or override, ion's Service Level Agreement ("SLA"), Terms of Service, finance agreements, or any other contractual documentation.

### ***Australian Consumer Law Notice***

This Guarantee provides benefits in addition to your rights under the Australian Consumer Law (ACL). Our goods and services come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

## **1. Scope of the Guarantee**

1.1 This Guarantee applies solely to the purchase of equipment supplied by ion.

1.2 This Guarantee does not apply to services, consumables, subscriptions, usage charges, or third-party products not supplied by ion.

## **2. Period**

2.1 The 30-day period commences from the date of installation and commissioning of the equipment.

2.2 If the equipment is delivered but the customer delays, refuses, or prevents installation for any reason, the 30-day period will instead commence from the date of delivery.

## **3. Eligibility for a Promotional Refund**

3.1 A promotional refund under this Guarantee may be considered only where the equipment does not operate within manufacturer specifications.

3.2 Notwithstanding clause 3.1, ion may, at its discretion, extend the benefits of this promotional Guarantee in circumstances where the equipment operates within specification but ion agrees there is a genuine and unresolved performance issue.

3.3 Dissatisfaction, inconvenience, or change of mind does not of itself entitle the customer to a refund under this Guarantee.

## **4. Required Process**

Before any promotional refund is considered, the customer must:

- (a) Notify ion in writing within the applicable 30-day period;
- (b) Provide ion with a reasonable opportunity to inspect, diagnose, and remedy the issue;
- (c) Permit ion to attempt repair, adjustment, configuration, replacement, or other corrective action;
- (d) Ensure the equipment remains available, accessible, and unmodified for testing and assessment.

Failure to comply with this process may void eligibility under this promotional Guarantee.

## **5. Financed or Leased Equipment**

5.1 This Guarantee may apply to equipment supplied under a finance or lease arrangement.

5.2 Where unwinding a finance or lease agreement is impractical or commercially unreasonable, ion may, acting reasonably, provide an alternative remedy in satisfaction of this promotional Guarantee, including but not limited to:

- equipment replacement;
- upgrade or downgrade;
- account credit.

5.3 If a finance or lease agreement is unwound as part of a promotional refund under this Guarantee, any early termination fees, unwind costs, restocking charges, or third-party penalties may be payable by the customer.

5.4 Nothing in this clause limits any rights or remedies available under the Australian Consumer Law.

## **6. Exclusions from This Promotional Guarantee**

This Guarantee does not apply where:

- (a) The equipment operates within manufacturer specifications;
- (b) Equipment specifications or intended use were disclosed or discussed prior to purchase;

- (c) Issues arise from misuse, incorrect operation, or use outside intended purpose;
- (d) Issues are caused by environmental or third-party factors, including power, network, software, or systems not supplied by ion;
- (e) Issues relate to consumables, media quality, or supplies not supplied by ion;
- (f) Issues are cosmetic or minor and do not materially affect performance;
- (g) The customer has simply changed their mind;
- (h) The customer delays, obstructs, or refuses inspection or remediation;
- (i) The equipment has been relocated, modified, or interfered with;
- (j) The customer's account is overdue, suspended, or otherwise in breach of contractual terms.

These exclusions apply only to this promotional Guarantee and do not limit rights under the Australian Consumer Law.

## **7. Refund Method**

7.1 Any promotional refund approved under this Guarantee will be processed in a manner determined by ion, acting reasonably, having regard to any applicable finance or third-party arrangements.

7.2 Promotional refunds do not include compensation for downtime, inconvenience, or consequential loss.

## **8. Relationship to Other Agreements**

8.1 This Guarantee is a commercial promotion only.

8.2 In the event of any inconsistency between this Guarantee and any SLA, Terms of Service, finance agreement, or other contract, the other contractual documents prevail.

## **9. Amendment or Withdrawal**

ion reserves the right to amend, suspend, or withdraw this Guarantee at any time, subject to applicable law.

## **Fair Use Policy – IT Support**

### **Terms & Conditions**

Ion Business Solutions Pty Ltd ("ion") may, as part of its service offering, provide limited complimentary IT-related assistance to customers under this Fair Use Policy ("Policy"). This Policy operates in addition to, and does not replace, amend, or override, ion's Service Level Agreement ("SLA"), Terms of Service, or any other contractual documentation.

### **1. Purpose of This Policy**

1.1 The purpose of this Policy is to allow ion technicians to provide limited, incidental IT-related assistance at no charge where such assistance is:

- minor in nature; and
- directly related to the operation of ion-supplied equipment.

1.2 This Policy is not intended to, and does not, appoint ion as the customer's internal or external IT support provider.

## **2. What Is Included (Fair Use)**

Under this Policy, complimentary IT assistance may include:

- Incidental troubleshooting identified during a copier service visit;
- Minor network or configuration issues directly affecting copier functionality, such as:
  - print queues
  - scan-to-email configuration
  - basic network connectivity affecting the device
- Quick checks or adjustments that a technician can reasonably perform without specialist IT tools, system access, or escalation.

## **3. Time Limitation**

3.1 Complimentary IT assistance is limited to up to 30 minutes per service visit.

3.2 ion may, at its discretion, provide less or more time depending on the circumstances, technician availability, and complexity of the issue.

3.3 Any assistance exceeding this reasonable time allowance may be chargeable.

## **4. Frequency Limitation**

4.1 Complimentary IT assistance is intended for occasional and incidental use only.

4.2 Repeated, regular, or ongoing reliance on ion technicians for IT-related issues is not considered fair use and is excluded from this Policy.

## **5. What Is Excluded**

The following are expressly excluded from complimentary assistance under this Policy and may be chargeable:

- General IT support unrelated to copier operation
- Server, firewall, router, Wi-Fi, or network infrastructure troubleshooting
- Software support beyond basic copier-related configuration
- Issues that should reasonably be handled by the customer's internal IT team or external IT provider
- Projects, upgrades, migrations, or system-wide changes
- Any assistance requiring specialist IT expertise, credentials, or third-party coordination

## **6. Charging Where Fair Use Is Exceeded**

6.1 Where ion reasonably determines that assistance requested or provided exceeds fair use under this Policy, ion may:

- charge for the additional time at its standard rates; or
- require the issue to be referred to the customer's IT provider; or
- decline further assistance under this Policy.

6.2 ion will use reasonable judgment and act in good faith when determining whether fair use has been exceeded.

## **7. No IT Support Relationship**

7.1 Nothing in this Policy creates an ongoing IT support obligation or service relationship.

7.2 ion does not assume responsibility for the customer's broader IT environment, network, systems, or security.

## **8. Relationship to Other Agreements**

8.1 This Policy is a commercial courtesy only.

8.2 In the event of any inconsistency between this Policy and the SLA, Terms of Service, or any other agreement, the other agreements prevail.

## **9. Amendment or Withdrawal**

ion reserves the right to amend, suspend, or withdraw this Policy at any time, subject to applicable law.