



SERVICES AGREEMENT

Terms and Conditions

1. Parties

This Services Agreement is between:

WRC Family Trust trading as Bridge IT Solutions

ABN: 23 708 828 121

Address: 8 Bunya Street, Hemmant QLD 4174

Phone: 0414 899 254

Email: accounts@bridgeit.com.au

(we, us, our)

and

The person or entity to whom the Services are provided and who is required to pay for those Services (you, your).

2. Definitions

Agreement means these Terms and Conditions together with any quote, scope of works, or proposal.

Materials means any goods, parts, equipment, or items required to perform the Services.

Parties means you and us.

Premises means the location where the Services are provided.

Products means goods supplied under the Agreement, including software, hardware, and consumables.

Services means IT products and/or services provided by us, as described in the quote or scope of works and as agreed from time to time.

3. Formation of Contract

A legally binding contract is formed when any one of the following occurs:

- you sign a quote, proposal, or written agreement;
- you and we enter into an oral agreement for the provision of Services; or
- you accept a quote or proposal, or pay an invoice, relating to the Services.

By entering into a contract with us, you agree to be bound by this Agreement.

You should read these Terms carefully and retain a copy for your records before accepting Services.



4. Provision of Services

We will commence providing the Services either immediately or on an agreed start date.

Some Services may be dependent on third-party suppliers, access, availability of Materials, or other external factors.

We will provide the Services with due care and skill, in accordance with generally accepted IT industry standards, and in compliance with applicable Queensland and Australian laws.

5. Service Hours

Services are provided Monday to Friday, excluding public holidays, between 8:30am and 5:00pm. Some Services may be provided remotely or off-site.

6. Materials

The need for Materials may not always be identifiable before work commences. Where Materials are required, we may purchase them locally and charge travel time at our standard rates, or order them and return to complete the Services.

7. Hardware and Title

All hardware supplied remains our property until payment is received in full. We may register a security interest on the PPSR where applicable.

8. Third-Party Suppliers

Some Services are provided using third-party suppliers. You agree to comply with all applicable third-party terms. We are not responsible for changes or interruptions imposed by those suppliers. They include, but are not limited to, the following:

<https://www.microsoft.com/en-au/servicesagreement>

<https://www.threatdown.com/legal/support-services-agreement/>

<https://dropsuite.com/terms/>

<https://www.atera.com/terms-of-use/>

<https://www.checkpoint.com/about-us/cloud-terms/>

<https://phished.io/privacy-security>

Please contact us or search the provider website for more information.

9. Timing

Any dates or times provided are estimates only unless expressly agreed in writing.



10. Pricing and Payment

Services are generally charged on a time basis at the rates published on our website (excluding GST). Payment is due as set out in the quote. All amounts are exclusive of GST unless stated otherwise.

11. Subscriptions

Subscription Services remain active only while payments are current. Late or non-payment may result in suspension or interruption of Services.

12. Limitation of Liability

Nothing in this Agreement excludes liability for personal injury or death caused by negligence. To the extent permitted by law, our liability is limited to loss or damage that is a reasonably foreseeable consequence of a breach of this Agreement.

13. Termination by You

Once a binding contract is formed, you may not terminate for convenience except where we agree in writing, termination is permitted under this Agreement, or required or permitted by Australian law. Nothing limits your rights under the Australian Consumer Law.

14. Amendments

We may amend these Terms to comply with legal or regulatory requirements or to correct errors, provided the changes do not materially disadvantage you.

15. Communications

Phone: 0414 899 254 | Accounts: accounts@bridgeit.com.au

16. Microsoft Annual Commitments

Where you enter into a yearly (annual) commitment agreement for Microsoft products or services:

- License quantities may be increased at any time during the commitment term.
- License quantities cannot be decreased until the anniversary date of the agreement renewal.
- The agreement will automatically renew for a further annual term unless cancelled.
- You must notify us in writing at least seven (14) days prior to the anniversary date if you wish to cancel the renewal or reduce license quantities.

These conditions reflect Microsoft's licensing and billing policies and are outside our control.



17. General

This Agreement is governed by the laws of Queensland, Australia. Disputes will be addressed by good faith negotiation, then mediation. Privacy, confidentiality, insurance, and Australian Consumer Law rights are preserved.