



Terms and Conditions for Warranty & Indemnity Repairs

- Software-related issues are not covered by TELA+, warranty or indemnity. Schools are responsible for ruling out possible software issues prior to raising a service ticket.
- A labour and freight charge is payable on devices attended, collected or received from schools where no fault or no hardware fault is found. These charges also apply for warranty jobs which are found to be the result of physical damage.
- The school may be charged a pickup charge if an item that needs to be collected from the school for a warranty or indemnity repair is not ready for collection at the time agreed to by the school and the repairer.
- The backup of software and data is the school's responsibility. TELA+, the repairer or the manufacturer cannot be held liable for the loss of any data.
- The repairer is not responsible for any consequential losses resulting from the failure of the computer other than those remedies provided by law.
- If you wish to undertake forensic data recovery on a suspected failed storage, you must first have the device assessed under warranty before you send the drive or device to a data recovery specialist. You will also be liable for the cost of a replacement drive, as forensic data recovery may destroy the drive.
- When equipment is damaged in transit, the sender may be liable for replacement or reinstatement of the equipment where the goods were incorrectly packaged. The minimum requirement is for each item to be packed in its original box OR for each item to be packaged in a robust corrugated cardboard box with at least 5cm clearance on all sides that is filled with a soft shock absorbent material. Where possible, all electronic goods should be wrapped inside a plastic bag before packing to prevent water intrusion.



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