



*Microsoft: Registered Members, Software Advisors & Office User Specialists,  
Reckon Professional Partner Consultants & WebCentral Partners  
ABN: 18 145 346 856*

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## **Payment Terms and Conditions**

All work performed is charged in 1 hour time increments. The minimum call-out is charged at 2 hours. Payment is required on the day the service is delivered. After Hours and Week-End customer visits and support will incur additional rates and penalties and are by prior arrangement only. All payments are due to and recoverable by The Temporary Alternative. The Client will pay interest at the National Australia Base rate on any invoiced amount payable that is not paid by due date and all costs and expenses incurred in recovering any amount owed to The Temporary Alternative including legal costs on a solicitor / client basis. Past due accounts are eligible to be passed to a outsourced recovery firm for recovery action. Accounts passed to an outsourced recovery firm may be listed on their credit bureau database. This listing may impact the ability of the Client to secure further credit facilities.

## **Remote Assistance / Phone / Email Support**

The Temporary Alternative provides assistance remotely, via phone and email, as and when requested by the client through phone or email as per the Support Agreement terms and conditions already entered into between the Client and The Temporary Alternative. This support is billed at the end of each month.

## **Liability**

Under no circumstances shall The Temporary Alternative be liable for any special, indirect or circumstantial damage or loss in relation to agreed client services.

Employees, Consultants or Subcontractors of The Temporary Alternative will maintain and safeguard the confidentiality of any and all information obtained during the performance of assigned duties and responsibilities.

## **Scope of Services**

The Temporary Alternative offers, training, consulting and support services in conjunction with Microsoft, MYOB & Reckon products. We do not provide any taxation, financial or accounting advice of any nature whatsoever.

## **Cancellation Policy**

Cancellations affect us significantly; therefore The Temporary Alternative adheres to a strict cancellation policy. If cancellation is made with less than 24 hours notice you will be liable for the minimum call-out charge. Travelling charges may be incurred if the client's premises are outside Melbourne Inner Suburbs or Melbourne CBD regions.

*PO Box 500  
Chadstone Centre Vic 3148  
Enquiries (03) 9038 8773  
Email: [info@thetemporaryalternative.com.au](mailto:info@thetemporaryalternative.com.au)  
Web: [www.thetemporaryalternative.com.au](http://www.thetemporaryalternative.com.au)*



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## **Legal Notices**

**Privacy:** The Temporary Alternative is committed to protecting your privacy and ensuring that all client information is kept strictly confidential. We do not collect, through the use of "cookies" or any other means, any personally identifying information about users except when specifically and knowingly provided by such users through email. Any information provided is used only for the purposes described at the point of collection and is not transferred to any other parties. Our site provides users the opportunity to opt-out of receiving promotional information from us.

**External Links:** The Temporary Alternatives Web site contains links to third-party Web sites ("Sites") on the Internet. The Temporary Alternative provides links to these other Sites only as a convenience. The inclusion of such links on the our site are not endorsements by The Temporary Alternative, implied or otherwise, of the linked site or any products or services in such sites, and no information in such site has been endorsed or approved by The Temporary Alternative. The fact that we have provided a link to a Site does not constitute an endorsement, authorization, sponsorship, or affiliation by The Temporary Alternative with respect to the site, its owners, or its providers. The linked sites are not under the control of The Temporary Alternative, and The Temporary Alternative is not responsible for the contents of any linked site or any link contained in a linked site. The Temporary Alternative is not responsible for the privacy practices or the content of such Sites. Our site provides owners of a linked site the opportunity to remove their link by sending an e-mail request to [info@thetemporaryalternative.com.au](mailto:info@thetemporaryalternative.com.au).

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