



# Annual Maintenance Renewal

Thank you for your continued support in PayPerWork®. Upon renewal, you will again become a full member of the PayPerWork® Support & Maintenance Service. Enjoy such benefits as;

- Free Program Upgrades to new program features, as they are developed.
- Details of all program enhancements
- Email & Telephone Technical Support.
- Instant access to the latest installation files.
- Browse the F.A.Q's & download Free Fact Sheets on tricky transactions.

## How to Order

- 1) Print these forms.
- 2) Select the User Type you wish to renew.
- 3) Complete your contact details.
- 4) Select & complete your payment details.
- 5) Read the Terms & Conditions on the next page & accept by signing below.
- 6) Return this sheet to:

**Fax** 03 9879 2262, or ;  
**Post** Lawson Banner P/L.  
 P.O. Box 734,  
 Heathmont VIC 3135

Prices	Single User	Multi User
Annual Support & Maintenance	\$ 360.00	\$ 530.00
Total (ex G.S.T)	\$ 360.00 <input type="checkbox"/>	\$530.00 <input type="checkbox"/>
Hagemeyer Pricelist (Optional)	\$ 300.00 <input type="checkbox"/>	\$ 300.00 <input type="checkbox"/>
CD Upgrades (Optional)	\$ 100.00 <input type="checkbox"/>	\$100.00 <input type="checkbox"/>
G.S.T.	-----	-----
<b>TOTAL FIRST YEAR</b>	=====	=====

All prices are excluding GST. All products sold are subject to the terms & conditions of the manufacturers licensing agreement. Prices are subject to change without notice.

## Terms & Conditions

As outlined on page 2 of this document. Please retain page 2 for your reference. Return page 1 only.  
 By signing below you are indicating that you have read & accept the terms & conditions as outlined on page 2 of this document.

Name		
Company		
Address		
Suburb	State	P/Code
Telephone	Fax	Mobile
Email Address		

Please find attached my Cheque/Money Order (made payable to Lawson Banner Pty. Ltd.)

Please charge my  Visa  MasterCard  American Express

Card Number                 exp

Signed \_\_\_\_\_  
 Name \_\_\_\_\_  
 Date \_\_\_\_\_

Cardholders Name \_\_\_\_\_ Signature \_\_\_\_\_

Please find attached my funds transfer receipt for deposit directly into your bank account.  
 BSB: 063-191 Account Number: 1011 1638 Account Name: Lawson Banner Pty. Ltd.

**Any Questions?**  
 Email the sales team at [sales@payperwork.com.au](mailto:sales@payperwork.com.au)  
 Call us on 03 9879 3105 or Fax 03 9879 2262



# Annual Maintenance Service

## Terms & Conditions

### Web Site access, Email and Telephone support

- Annual maintenance entitles the user to access to the user section of the PayPerWork website limited to the term of the maintenance agreement. This includes access to program upgrades and other information that is published on the web site. If the user does not have internet access, program upgrades that become available will be provided on CD as necessary and at the request of the user. Lawson Banner Pty Ltd does not warrant that program upgrades will become available during the term of the agreement.
- Annual maintenance entitles the user to unlimited email support on topics relating to PayPerWork. Response time within 24 hours. In many cases this will be much sooner. (Email requests for support that are lodged over the weekend and on public holidays will be responded to with 24 hours of the next working day.) However there will be situations where the issue may take longer to resolve. In this case we will send an email to update you on the progress. If an issue cannot be explained via email you will be contacted by telephone for more information or explanation. This does not include support where on site instruction on the use of the program is deemed to be the nature of the issue.
- Annual Maintenance entitles the user to Telephone support on technical issues relating the installation or the program, upgrade assistance, data recovery assistance (where possible), software and / or data faults that are preventing the software from operating or causing a major business impact and **minor functionality and basic assistance on the use of the program**. Telephone and email support does not cover internet and email connectivity issues caused by hardware, other software, networking issues and service providers. Telephone and email support provided under the annual maintenance agreement does not cover bookkeeping, accounting, and business issues. The nature of your call will be determined by the consultant handling your call.
- Depending on the call volume at the time of the call, response may not be instant. A return call will be made as soon as possible after the call is received. Telephone support is available between 9am and 5pm Monday to Friday and excludes public holidays as awarded to Melbourne businesses.

### Data recovery

- Maintenance and support covers assistance with recovery of lost data. Every effort will be made to assist with full, and if this is not possible, partial recovery of data. Where no good backup is available and data is corrupt, Lawson Banner can attempt to repair the data and reinstate balances where possible at the users' expense. Lawson Banner will not be liable for data lost by any cause including user error, power failure, hardware and networking. As stated in the license agreement Lawson Banner does not warrant that the program will be error-free.

### Acceptance of Terms & Conditions

Please sign the first page indicating that your have read, understood & accepted the terms & agreements. Order forms can be returned to  
Lawson Banner Pty. Ltd., P.O. Box 734, Heathmont, Vic, 3135; or  
Faxed to 03 9879 2262