



The Computer Shop TCS Wi-Fi / TCS Fibre

Terms and Conditions

Welcome to TCS, where we provide a dependable and **BEST EFFORT** service to our valued subscribers. Here are some important details to keep in mind:

1. Pricing and Payment:

- All prices are subject to change and include VAT.
- Installation costs must be settled before installation.
- Please feel free to visit your local branch or check online to obtain information about the one-time installation cost for your Fiber or Wi-Fi services.
- Pro rata billing for the first month's connection is due upon presentation.
- Monthly subscription payments are expected within 7 days of the invoice date. Failure to comply empowers TCS to terminate services and retrieve equipment.

2. Equipment and Ownership:

- All rental equipment requires an ALWAYS ON service, with ownership remaining with TCS.
- Clients acknowledge no right, title, or interest in rental equipment.
- On/off packages do not qualify for equipment rental.

3. Relocation and Fees:

- Relocation necessitates a two-week advance notice to facilitate meticulous scheduling and coordination.
- Clients who are relocating to areas not covered by TCS are responsible for returning any rented equipment.
- Relocation incurs a fee.

4. Service Interruptions and Reconnection:

- Outstanding payments can result in service termination and equipment removal.
- No credit is given for unused days if payments are received after service termination.
- Reconnection may take up to two days with EFT payments.

5. Equipment Guarantee and Maintenance:

- All New equipment carries a one-year manufacturer's guarantee (excluding power supplies).
- Maintenance outside the guarantee is the customer's responsibility.
- Owned client premises equipment (CPE) must be insured by the client.

6. Fibre Installations and Services:

- Fibre installations are subject to availability and have annual subscriptions.
- TCS is not liable for downtime due to upstream server provider issues.
- Line speeds can be adjusted with a 30-day notice.

7. Usage Policies:

- P2P software use is prohibited.





- Illegal use of any networking software to bypass the standard TCS configuration and regulation is strictly forbidden and is a criminal offence and will be prosecuted.

8. Liabilities and Responsibilities:

- TCS accepts no responsibility for network downtime or loss of materials.
- Subscribers are responsible for their account actions and bandwidth usage.
- TCS is not liable for damages during equipment installation or maintenance.

9. Cancellation and Refund Policies:

- Rollover of unused bandwidth is only offered with prepaid packages. Where a subscriber elects a fixed cap package, bandwidth not utilized during the relevant period is not carried over and is lost. The fixed cap subscriber will then be re-allocated bandwidth at the commencement of the next month.
- By submitting a cancellation request, I hereby indemnify all parties acting on the provided information against any claims that may arise from its use.
- All equipment remains TCS property until fully paid for.
- Customers retain the right to terminate the Fibre Service Order with a notice period of 1 (one) calendar month.
- Customers retain the right to terminate the WiFi Service Order with a notice period of 2 (Two) weeks.
- All cancellation requests must be formally submitted to the nearest branch. Notice given on or after the 1st of the month will result in termination effective the following month.

10. General Terms:

- Payments are due by the 7th of each month; failure results in automated disconnection.
- TCS is not responsible for the client's internal network beyond the CPE on the client's roof.
- Customer site access is required during business hours for equipment-related activities.
- Additional/non-standard equipment is at the customer's cost.
- Invoices for hardware, software, or accessories are due on presentation.
- Unclaimed equipment will be sold after three months.
- TCS has a no-refund policy on opened retail purchases.
- In case of a refund, proof of purchase needs to be provided and a 10% handling charge will apply.

11. Load Shedding Disclaimer:

- During periods of load shedding, it is important to note that TCS disclaims responsibility for any service disruptions, credits, or issues arising from the inability of clients to maintain an active connection. Load shedding is a broader external factor beyond our control, and while we strive to minimize its impact, we cannot be held accountable for circumstances beyond our purview. Clients are encouraged to consider alternative power solutions, such as Uninterruptible Power Supplies (UPS), to ensure a continuous and uninterrupted service experience during load shedding events. We appreciate your understanding and cooperation in navigating these external challenges.

