

AG Computer Accounting Datafix Service Contract

In order to complete your datafix we will need the following information from you, fields 1 – 8 are mandatory, if an incomplete form is received it may be returned without action.

DATA FIX TERMS & CONDITIONS

1. Your Company must possess a full backup of all data on your computer hard drive, server, or Online backup apart from the copy sent to us. AG Computer Accounting cannot be held responsible for any loss or corruption of data as a result of working on your system(s).
2. You are responsible for the uploading and downloading of your data, should you require our involvement, we reserve the right to charge for this time in addition to the data fix fee charged.
3. AG Computer Accounting will take all necessary precautions when transferring your data but cannot be held responsible for any damage to hardware and/or software when transferring data off any medium.
4. Standard Datafix turnaround time is 1 to 2 business days.
5. Fast Track Datafix turnaround time is 8 – 10 hours, contact us for rates and terms.
6. A minimum datafix charge of 2.00 hours payable on a proforma invoice prior to the commencement of the data fix.
7. Any additional time taken on the data fix will be invoiced once the data fix is completed and emailed to the customer for payment, once the outstanding amount due for the data fix is paid and a proof of payment supplied, the repaired data be released to you.
8. Unless agreed in writing all repaired data will be returned on the latest available version and build, it is imperative that you keep your software up to date. Updates available from <http://pastelupdate.sagesouthafrica.co.za>

Data Fix Details

1. COMPANY TO BE BILLED FOR DATA FIX										
2. CONTACT PERSON										
3. AFTER HOURS MOBILE NUMBER										
4. CONTACT EMAIL ADDRESS										
5. PASTEL VERSION IN USE (INCL BUILD NR)	VERSION NR						BUILD NR			
6. BASE SERIAL NUMBER										
7. SET OF ACCOUNTS TO BE REPAIRED	1.									
	2.									
8. SUPERVISOR PASSWORD										

Authorisation

I hereby authorise A G Computer Accounting access to my company data and company server (when applicable), for the purpose of retrieving a backup of my data and completing the data fix and declare that I am authorised and empowered to make this statement.

Full Name	
Signature	
Date	

Why you must not process in your company while the dataset is being fixed.

We work off a backup of your data, we only have the information that you processed up to that point. Once the dataset has been corrected, we either send a backup of the corrected data back to you or remotely restore it on your behalf. Should you have processed in the company while we were fixing the dataset the information processed will be overwritten with the backup and all the processing you have done will need to be recaptured.