



# Purple Support Plan



## Terms and Conditions

1. **Services included:** The Purple Support Plan includes access to customer support via email, phone, or chat during regular business hours. Customers may also receive technical assistance and training on our products or services. Additionally, customers may have access to exclusive online resources and tools.
2. **Exclusions:** The Purple Support Plan does not cover any services or products not offered by our company. It also does not cover any damages caused by misuse, neglect, or other external factors beyond our control. Parts and replacement out of warranty will be quoted on a case-by-case basis. Travel outside of metro Brisbane or Gold Coast may incur additional travel charges for onsite visits.
3. **Fees and payment:** The Purple Support Plan requires an upfront payment of \$45 per month per year (billed annually, **\$540**) or **\$60 per month (\$720 annually, minimum of 3 months subscription, minimum charge of \$180)**. The plan will automatically renew each year or month unless cancelled by the customer.
4. **Cancellation and refunds:** Customers may cancel the monthly Purple Support Plan after 3 months. However, refunds will not be issued for any services already received or provided.
5. **Modification of terms:** We reserve the right to modify the terms and conditions of the Purple Support Plan at any time. Customers will be notified of any changes in advance and may opt out of the plan if they do not agree to the modified terms.
6. **Limitation of liability:** Our company shall not be liable for any damages or losses arising from the use or non-use of the Purple Support Plan. Our liability shall be limited to the amount paid for the plan by the customer.