

SureShift Terms and Conditions

Familiar Computer Replacement for Retirees

Effective date: 8 September 2026

SureShift is a registered business name operated by Peter Baker, a sole trader, ABN 63 413 993 900. Invoices, receipts and payments may be administered through Resolu, another registered business name operated by the same owner under the same ABN.

1 About these Terms

1.1 These Terms govern SureShift Complete, our familiar computer replacement service for retirees, supplied to you by Peter Baker, ABN 63 413 993 900, trading as SureShift (SureShift, we, us or our).

1.2 These Terms apply when you accept a quote or service confirmation, pay the deposit, authorise us to begin work, or otherwise agree to receive the service.

1.3 Your agreement includes these Terms and the accepted quote, written service confirmation or other document describing your particular changeover (Order). If they are inconsistent, the Order prevails to the extent of the inconsistency.

1.4 Nothing in these Terms excludes, restricts or modifies a right or remedy that cannot lawfully be excluded, including rights under the Australian Consumer Law.

2 The SureShift service

2.1 The standard SureShift changeover is supplied only in Australia. It is a personally managed transition from one existing Windows computer to one SureShift-supplied replacement Windows 11 computer for one home user. The standard service area is within approximately 25 kilometres of North Ryde, New South Wales, unless the Order states otherwise.

2.2 Unless the Order states otherwise, the standard changeover includes:

- one suitable Grade A refurbished business laptop, desktop or compact computer, with at least 16GB memory and 512GB solid-state storage;
- a personal planning visit, generally 60-90 minutes, and a written Personal Changeover Plan recording your everyday activities, preferences and known compatibility limits;
- transfer of up to 500GB of accessible files and photos from one old computer;
- configuration and testing of existing email accounts;
- transfer of bookmarks, address books and saved passwords where technically possible;
- reinstallation of compatible applications where valid licences and installation files are available;
- connection and testing of one existing compatible printer;
- Windows updates before delivery;
- travel for both planned home visits within approximately 25 kilometres of North Ryde;
- selection and approximately two hours of off-site preparation, followed by a second home visit, generally around four hours, for transfer, installation, testing and personal handover, with personal reference notes;
- professional erasure of the old drive, a certificate of erasure and responsible recycling, if requested;
- a 24-month hardware warranty coordinated by SureShift; and
- a scheduled telephone check-in and 30 days of settling-in assistance for matters included in the agreed changeover.

2.3 Existing suitable monitor, keyboard and mouse equipment will normally be reused with a desktop or compact computer. A webcam is normally built into a supplied laptop. A desktop webcam is not included unless agreed separately.

2.4 SureShift currently specialises in Windows 11 computers. Mac computers and ongoing backup services are not included.

3 Suitability and limitations

3.1 Before accepting the Order, we will discuss how you use your computer and confirm whether your requirements fit the standard changeover.

3.2 We aim to make the replacement feel as familiar as reasonably possible, but cannot promise that every program, setting, password, peripheral or feature will transfer or operate exactly as it did before. Older or unsupported software and equipment may not be compatible with Windows 11.

3.3 Damaged-drive recovery, transfers over 500GB, higher-capacity storage, additional devices, specialist equipment, new software licences and work outside the agreed changeover are excluded unless separately quoted and accepted.

3.4 Information must be reasonably accessible from the old computer. We do not guarantee recovery from a failed, damaged, encrypted or otherwise inaccessible drive.

4 Price deposit and payment

4.1 The standard SureShift Complete price is \$3,300 including GST unless a different amount is stated in the Order.

4.2 A 20% deposit of \$660 is payable before we order or allocate the replacement computer and begin preparation. The remaining \$2,640 is payable after the personal home handover and before Peter leaves, unless the Order states otherwise.

4.3 Any additional work or cost will be explained and requires your approval before we proceed.

4.4 Invoices, receipts and payments may identify Resolu. Resolu and SureShift are registered business names operated by Peter Baker under the same ABN, and this does not change the identity of the supplier.

5 Cancellation and changes

5.1 You may ask to cancel or change the Order at any time before handover. If you cancel before the replacement computer has been ordered or reserved for you, and before preparation has begun, we will refund the deposit in full.

5.2 If you cancel after the replacement computer has been ordered or reserved for you, or preparation has begun, we may deduct the reasonable cost of work already completed and any non-recoverable third-party costs. We will refund the remaining deposit balance and explain the calculation.

5.3 If we cannot supply a suitable replacement or complete the agreed changeover, you may accept a reasonable alternative or receive a refund of amounts paid for the part we cannot supply, subject to any greater right under law.

5.4 Appointment changes should be requested as early as practicable. We will act reasonably and will not charge a cancellation fee unless it was disclosed beforehand and reflects our reasonable loss.

6 Your responsibilities

6.1 You must provide accurate information, reasonable access to the old computer and home installation area, internet access, authorised credentials, licences and cooperation needed to complete the changeover.

6.2 You should identify important files, email accounts, applications, passwords, printers and other equipment before transfer and participate in the handover checks.

6.3 You must be authorised to give us access to the computer, accounts and information involved. If a family member arranges the service, we may require confirmation from the owner or authorised user.

7 Personal information passwords and temporary transfer copy

7.1 We handle personal information in accordance with the SureShift Privacy Policy. We access only what is reasonably necessary to provide the agreed service.

7.2 Peter may need you present to enter passwords or approve security prompts. SureShift does not intentionally record or retain your passwords. Some saved passwords may transfer automatically where the software and account settings permit.

7.3 When temporary storage is required, information may be copied to a VeraCrypt-encrypted solid-state drive kept under Peter's control. The copy is used only to complete the changeover, is not a permanent backup, and may be retained for up to 30 days after handover so reasonably missed information can be addressed. You may request earlier erasure.

7.4 No device or storage method is completely free from risk. We use reasonable care, access controls and encryption appropriate to the service.

8 Approval erasure and the old computer

8.1 We will not intentionally erase the old drive until you approve the completed transfer.

8.2 If you request erasure, we will use professional erasure software and an appropriate verified method for the type and condition of the drive. We will provide a certificate of erasure when verification succeeds.

8.3 If a drive cannot be securely erased by the standard method, we will explain available options before taking further action. You may keep the old computer if you prefer.

8.4 Once an old drive or temporary copy has been securely erased, its information may not be recoverable. You are responsible for confirming during the handover that the information you require is available on the replacement computer.

9 Refurbished computer and warranty

9.1 The supplied computer is normally a Grade A refurbished business computer. It has previously been used, professionally refurbished and tested. Minor signs of prior use may be present.

9.2 The supplied computer includes a 24-month return-to-base hardware warranty. Contact Peter first. SureShift will collect the computer, coordinate an eligible claim with the refurbisher and manage ordinary freight and return.

9.3 The additional hardware warranty does not cover batteries, software problems, accidental or physical damage, misuse, personal data or data recovery. These exclusions do not limit rights that cannot lawfully be excluded under the Australian Consumer Law.

9.4 A warranty is additional to consumer guarantees. Consumer rights may continue after a written warranty period ends.

10 Timing and home appointments

10.1 The first home visit is for personal planning and generally takes 60-90 minutes. Peter confirms the preparation and installation schedule with you. The second visit generally takes around four hours. These timings are estimates and depend on equipment availability, the agreed work, your cooperation and accessible data.

10.2 You must provide a safe and reasonably accessible work area. We may pause or refuse work that would be unsafe, unlawful or materially outside the agreed scope.

11 Thirty days of settling in assistance

11.1 A scheduled telephone check-in is included after handover. For 30 days after handover, Peter remains available for reasonable assistance with matters included in the original changeover. Assistance may be provided by telephone, remote support or a return visit according to what is reasonably needed.

11.2 New equipment, unrelated faults, training beyond the personal handover, new services and work outside the agreed changeover may be separately quoted.

12 Australian Consumer Law

12.1 Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law where that law applies. Goods must meet applicable guarantees, including acceptable quality, and services must be provided with due care and skill and be fit for an agreed purpose.

12.2 Nothing in these Terms excludes, restricts or modifies a consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified.

12.3 Remedies for a failure depend on the circumstances and the Australian Consumer Law. These Terms do not replace or reduce those rights.

13 Liability

13.1 We are responsible for loss or damage to the extent caused by our breach, negligence or unlawful conduct, subject to applicable law.

13.2 To the extent permitted by law, we are not responsible for loss caused by a pre-existing fault, inaccessible or corrupted data, unsupported software, incorrect information or instructions, third-party service failure, or an event outside our reasonable control, except to the extent our act or omission contributed to the loss.

13.3 You must take reasonable steps to avoid or reduce loss. Nothing in this clause limits liability or remedies where doing so would be unlawful or inconsistent with a non-excludable right.

14 Complaints and disputes

14.1 Please contact Peter first at peter@sureshift.com.au or 02 7912 0137 and provide enough information for us to investigate. We will try to resolve the matter promptly and fairly.

14.2 These Terms are governed by the laws of New South Wales, Australia. Nothing prevents either party from exercising a right under the Australian Consumer Law or using an available tribunal, regulator or court.

15 Changes to these Terms

15.1 We may update these Terms for future Orders by publishing a revised version and effective date. The Terms applying to an accepted Order will not be changed retrospectively unless agreed or required by law.

16 Contact

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