

## Standard Support Process

### Submitting support requests

Via our online support portal: <https://www.intelligentenvironments.co.nz/support-request/>

Or send your request incl. purchase order, company details, and site details to [support@i-e.co.nz](mailto:support@i-e.co.nz)

By engaging with any of our services or products, whether it's through submitting a service ticket, arranging an on-site visit, coordinating remote work, issuing a purchase order, or any other agreement, please be aware that by doing so, you (the client) are acknowledging and accepting our Standard Support Process terms, along with our standard terms and conditions.

### Support charges

<b>First half hour</b>	\$150 ex GST	First 30-minutes, on-site or remotely.
<b>Subsequent time</b>	\$45 ex GST	Billed for additional 15-minutes, as required.
<b>Travel fee</b>	\$45 ex GST	Billed in 15-minute increments, as required.
	\$0.95 ex GST	per km, where mileage to site is outside of 30km distance from IEL office.
<b>Parking</b>	on-charge of parking costs (if parking not provided by customer).	

### Response times

REMOTE DIAGNOSIS TARGET	REMOTE RESOLUTION TARGET	ONSITE DIAGNOSIS TARGET	ONSITE RESOLUTION TARGET
Usually within 10 working days. If urgent we will do our best to respond sooner but cannot guarantee.	Usually within 10 working days. If urgent we will do our best to respond sooner but cannot guarantee.	Usually within 15 working days. If urgent we will do our best to respond sooner but cannot guarantee.	Usually within 15 working days. If urgent we will do our best to respond sooner but cannot guarantee.
<u>Remote diagnosis/resolution:</u> network connection required.		<u>On-site diagnosis/resolution:</u> client electrician on-site may be required.	

## Terms

When Intelligent Environments Ltd is called to a site and we are tasked with identifying faults, we reserve the right to conduct investigations to diagnose the issue. Such investigations may result in charges, regardless of whether a solution is ultimately found. While we endeavour to provide a resolution, external factors may sometimes influence our efforts: the functionality of a lighting control system isn't solely reliant on its internal mechanisms. External factors and environmental conditions can sometimes affect its performance. While we strive to diagnose and address issues comprehensively, certain problems may require physical fault-finding onsite by an electrician, and we may not be able to identify or resolve all issues solely through the lighting control system.

Please also see our standard T&Cs [here](#).

## Payment

Due within 7 days of invoice (unless an existing credit account is in place). [Apply here](#) if you wish to set up a credit account.

If the invoice for these works is not paid within 30 days of the due date our debt recovery agency may charge you a fee equal to 25% of the unpaid portion of the debt, but not less than \$25. Where total costs arising from recovery of any amount owing exceeds the debt recovery fee charged, our agent is also entitled to recover such additional cost from you. This clause is intended to be for the benefit of and be enforceable by our debt recovery agency in accordance with the Contract and Commercial Law Act 2017.

## Warranty

Please see warranty information in our standard T&Cs [here](#).

All Goods come with the manufacturer's standard warranty, which is usually between one and five years, depending on the product. We do not warrant that repair facilities and parts will be available for the Goods.

As per our terms and conditions, we commit to repairing or replacing any faulty goods. However, this typically involves an initial assessment by our supplier to determine if the fault falls under warranty coverage. If it does, the item will be repaired or replaced accordingly.

Should you require a replacement item before this assessment has been carried out, we kindly request a purchase order to proceed. This helps us manage inventory and ensures a seamless process for both parties.

Once the items have been assessed, if the damage is covered under warranty, the charge on the purchase order will be credited. However, it's important to note that if the damage is attributed to physical damage or misuse, charges will remain, and no credit will be issued.