



HARDWARE AGREEMENT

ULTIMATEQ

1. All hardware remains the property of Health Conex Pty Ltd.
2. I agree to keep the kiosk always charged and turned-on during practice opening hours.
3. I agree to contact Health Conex Pty Ltd. on (02) 6944 1212 to log any fault that affects the operation of the survey, on the day that the fault occurs.
4. I agree to promote the survey to patients individually at the time of payment or in the case of bulk billing practices, at a suitable time before the patient leaves the practice.
5. I agree to take reasonable care of the hardware to avoid theft or damage, including always using the supplied stand, and to notify Health Conex Pty Ltd. immediately should theft or damage occur.
6. I understand that tablet breakage which occurs whilst not in the provided stand is my responsibility.
7. I agree to return all hardware to Health Conex Pty Ltd when my subscription ceases, or upon request, within a period of 7 days following such request.
8. I agree to display the kiosk at a safe location in the practice which is both easy for patients to see and access and does not present an obstacle or tripping hazard.
9. I understand that it is my responsibility, at my cost, to carefully package and return any damaged hardware to Health Conex Pty Ltd. for repair.
10. I understand that the kiosk lifecycle is 3 years after which time I can return, at my cost, the iPad to Health Conex Pty Ltd. for a replacement, provided I still hold a current subscription. This replacement will be provided on a cost recovery basis.
11. The address for the return of hardware is: UltimateQ Returns, PO Box 12, Gundagai NSW 2722
12. I understand that the iPad charge cable is treated as a consumable and can be replaced at my cost by contacting Health Conex Pty Ltd. on (02) 6944 1212. Alternatively generic brand replacements are available in stationery stores.