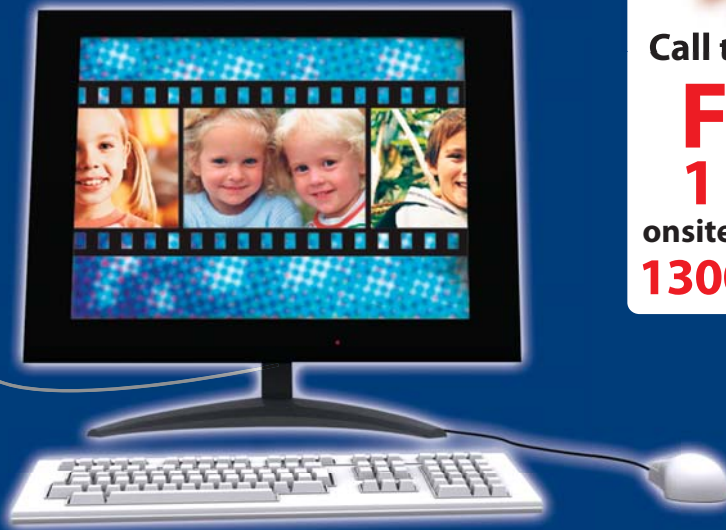


DVD Camcorder & PC Setup

Hitachi has proudly brought this service to you through Quickknowledge;
Australia's leading home technical support company.

Valued at
\$99

Call today for your
FREE
1 hour
onsite setup service
1300 657 778



1

Connect your DVD Camcorder to your PC today and get the most out of your technology.

There are many benefits when connecting your Hitachi DVD Camcorder to your computer. Here are just a few ways you can enjoy the many user-friendly features.

- Record
- Create
- Transfer
- Share



Service Details

A Quickknowledge technician will:

- Connect your DVD camcorder to your computer.
- Install the provided software.
- Download and install the necessary drivers.
- Utilising the necessary system tests, the technician will confirm the setup is operating according to specifications.
- Provide a basic guide to the software.
- Guide you through the manual and the manufacturer's procedures for troubleshooting problems.
- Provide recommendations on additional features available.

Quickknowledge Terms & Conditions ABN 40 053 715

1) The service described in this certificate is available only to customers of the authorised retailer (retailer) where the goods were purchased and where a certificate is issued. 2) QK will provide the service to the customer on behalf of the retailer provided the customer quotes the product number and reference number on this certificate and if requested by QK the retailers receipt number bearing the date of purchase of the product. 3) QK may in agreement with the customer provide additional services beyond the scope of this certificate in which case QK will perform the work to the best of its ability but makes no guarantees as to the quality of the service nor does it accept responsibility and liability for ongoing support matters. 4) The customer must contact QK within twelve months of their purchase from the retailer otherwise the service provided pursuant to this certificate lapses. This requirement only applies to the computer set-up and training component. 5) This service is only available to the original customer of the retailer and is not transferable. 6) When an appointment is made the customer agrees to attend at the time of the appointment and have the equipment required for the service available. Otherwise QK may: - (a) charge for waiting time at the rate of \$25 for every ¼ hour or part thereof and if the customer does not accept and pay this charge prior to commencement by cash or credit card QK may deduct the waiting time from time allocated for the service, or (b) make an alternative time whereby the customer agrees to pay QK \$33 per hour for travelling time (TT). 7) The customer must give a minimum of 24 hours notice if they wish to re-arrange an appointment otherwise QK may at its sole discretion charge a \$33 cancellation fee plus TT if applicable and the customer must pay this charge by cash or credit card before QK are required to reschedule a new appointment. 8) If the service cannot be completed because of equipment failure or missing parts the customer may (a) pay the QK consultant to fix the problem if the consultant is able or (b) resolve the problem through their retailer in which case a fee for TT must be paid for a second visit. Clause 3 and clause 11 shall comply with any work conducted by the consultant to fix any problem. 9) All matters relating to warranty claims are the responsibility of the customer and QK accepts no responsibility or liability whatsoever for the consequences of any breaches of warranty. 10) QK does not support illegal software products and will not provide any service related to or depending on it. 11) QK makes no guarantees nor accepts any responsibility and liability for any consequential direct or indirect loss or damage resulting from technical and operational matters or from delays of any nature or cause whatsoever. 12) QK does not acknowledge that a product manufacturers specified environmental or minimum system requirements are correct and reserves the right to either modify them as a condition of providing a service or not to provide the service if it deems they are prohibitive to meeting its obligations for the service. Clause 3 and 11 apply to such modifications if made. 13) Subject to the customers statutory rights under the Trade Practices Act or other similar state and territory laws all entitlements and the liability of QK and/or their retailer is expressly limited to the cost of the service being provided. 14) This service is available throughout Australia but a travelling surcharge of 55 cents per km travelled may apply outside of all metropolitan areas and 30 km from regional centres serviced by QK 15) The customer is responsible for payment of abnormal out of pocket expenses incurred by the consultant in attending a job. 16) QK are not responsible for hardware, software or internet related technical problems unless they fall within the scope of the job but may at their discretion fix any such problems provided the customer is prepared to pay for any extra time required by cash or credit card at the time of the work being done. Clause 3 and 11 shall apply with respect to such work. 17) If the service exceeds the specified time because of technical problems encountered or additional services requested a charge of \$25 per 15 minutes or part thereof for extra time is applicable. 18) Extra time is at the sole discretion of and subject to the attending consultants availability.

System Requirements

Customers PC requirements must match those listed in the camcorder manual.

In the case that your PC requires modifications which deviate from the PC manufacturers recommended setup, we will seek customer approval prior to alteration.

Extra Time

Extra Time for this service is available at the additional rate of \$25 per 15 minutes. This is subject to the attending consultants availability.

How to book your service

Call Quickknowledge on

1300 657 778.

Contact Centre hours are 7.00am - 9.00pm,
7 days a week.

Please quote Product Number and Customer Number provided below. This is essential in booking your service. In addition please provide us with any important pre-installation information about your computer system.

Customer
Number

Product
Code

HITACHI
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