

— A BRISBANE COPIERS GUIDE

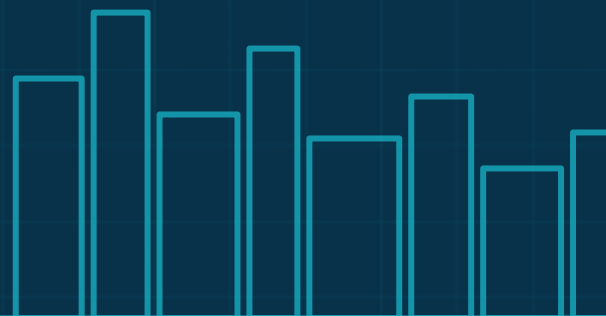
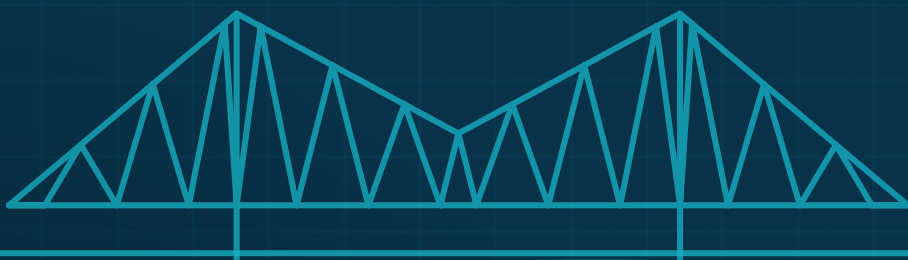
Before You Sign. The Copier Agreement Checklist.

Every term in a copier agreement in plain words, the questions to ask, and what to do when it ends.

✓ Ten terms explained

✓ A checklist to fill in

✓ A second opinion



— INSIDE THIS GUIDE

Read it before you sign it

Copier contracts can be long and the costs can hide in the detail. Most of what matters sits in about ten terms.

This guide explains each term in plain words, gives you the questions to ask, and a checklist to fill in with the agreement in front of you. It covers what happens when an agreement ends. And if you would rather someone read it for you, the last chapter is an offer to do exactly that.

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— WHO IT IS FOR

Any copier agreement

A rental, a lease, a service agreement or a managed print contract. Ours or anyone else's. The terms are much the same.

General information

This guide is general information, not legal or financial advice. If an agreement is large or unusual, take advice too.

— THE TEN TERMS AT A GLANCE

01	The term	06	Notice and automatic renewal
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05	Price rises	10	What service covers

01

CHAPTER 01

Every term, in plain words

Most of what matters in a copier agreement sits in about ten terms. Here is each one, what it means, and what to check.

01

The term

WHAT IT MEANS

How long the agreement runs, in months, and exactly when it starts and ends. Copier agreements usually run three to five years: 36, 48 or 60 months.

WHAT TO CHECK

- The start date and the end date, written down.
- Whether the term suits how long you will really keep the machine.

02

The payment, and the total cost

WHAT IT MEANS

The regular payment and how many of them there are. Multiply the payment by the number of payments. That is the real price.

WHAT TO CHECK

- The total you will pay over the whole term, not just the monthly figure.
- Whether the figures include GST.
- Whether servicing is in the payment or billed separately.

03

The cost per page

WHAT IT MEANS

What you pay for each page printed, with one rate for black and white and another for colour.

WHAT TO CHECK

- Exactly what the rate includes: toner, parts, labour and callouts.
- That you can check it against your meter readings.
- How and when the readings are collected.

04

Minimum charges

WHAT IT MEANS

A minimum number of pages, or a minimum monthly bill, that you pay even in a quiet month.

WHAT TO CHECK

- How the minimum compares with what you actually print. A minimum far above your real volume means paying for pages you never print.

- ✓ On our all inclusive rentals, the prints included are a total for the whole term, not a monthly allowance. A busy month does not cost you extra, and a quiet month is not wasted.

05

Price rises**WHAT IT MEANS**

Whether the supplier can raise the page rates or the payment during the term, and by how much.

WHAT TO CHECK

- A fixed figure or a clear limit, written down.
- Who decides. A rise the supplier can set on its own is worth asking about.

06

Notice and automatic renewal**WHAT IT MEANS**

Many agreements need written notice before the end date, sometimes months before. Miss it and the agreement can roll on at the same payment.

WHAT TO CHECK

- How much notice, in what form, and to whom.
- Put the date in your diary the day you sign.

The term, often 36, 48 or 60 months

NOTICE PERIOD



07

Getting out early**WHAT IT MEANS**

Leaving before the end usually means a payout: what is left on the agreement, sometimes less a discount, plus any service agreement costs.

WHAT TO CHECK

- The payout figure in writing, and how it is worked out.
- If you are upgrading, whether a new supplier can include the payout in the new agreement.



08

The end of the term**WHAT IT MEANS**

What happens to the machine: return it, upgrade, extend, or pay a residual to keep it. It depends entirely on the agreement.

WHAT TO CHECK

- Clear end terms, written down.
- What happens if you do nothing.

09

Who owns the machine**WHAT IT MEANS**

During a rental or lease the machine usually belongs to the rental or finance company, not to you. It depends on the kind of agreement.

WHAT TO CHECK

- Who owns it during the term and at the end, in writing.

KIND OF AGREEMENT	WHO OWNS IT DURING THE TERM	AT THE END
Our rental	The rental company	It comes back to us. Upgrade or hand it back; if you would like to keep it, ask us.
Finance lease	The finance company	Return it or extend, or pay a residual to keep it.
Operating lease	The finance company	You return it.
Chattel mortgage	You, from day one	It stays yours. The loan secured on it is repaid over the term.
Bought outright	You	Yours.

10

What service covers**WHAT IT MEANS**

A service agreement covers toner, parts and repairs at a set cost per page, for black and white and for colour. The agreement sets out exactly what is included.

WHAT TO CHECK

- Labour and callouts, and how you order toner.
- What is not included, such as paper or staples.
- What happens if the machine fails and cannot be fixed.

TWO MORE WORTH FINDING**Insurance and damage**

Who insures the machine, and who pays if it is damaged?

Upgrades during the term

If you upgrade part way through, is the old agreement paid out or rolled into the new one?



Many agreements roll on at the same payment until notice is given. That is often the most expensive outcome.

02

CHAPTER 02

Questions to ask before you sign

Take these to any supplier. Good answers come in writing.

The money

- ? What is the total I will pay over the whole term?
- ? Does any figure leave out GST?
- ? What are the black and white and colour page rates, and what do they include?
- ? Is there a minimum charge?
- ? Can any rate rise during the term, and by how much?

Changing your mind

- ? What does it cost to get out early, and how is that worked out?
- ? If I upgrade during the term, what happens to this agreement?
- ? Who insures the machine?

The end

- ? When exactly does it end?
- ? How much notice do you need, and in what form?
- ? What happens if I do not give notice?
- ? What are my options for the machine at the end?

Service

- ? Who services the machine?
- ? How do I order toner?
- ? What happens if the machine fails and cannot be fixed?

THE LAW

The law is on your side more than it used to be

Australia's unfair contract terms laws protect small businesses in standard form contracts. Since 9 November 2023, using an unfair term can bring penalties, not just make the term void.

In 2022, after action by the ACCC, the Federal Court found terms in a major copier supplier's small business contracts unfair and void, including automatic renewals, exit fees and price rises the supplier could set on its own. If something in your contract looks one sided, it is worth asking about.

General information, not legal advice.



Multiply the payment by the number of payments. That is the real price.

Will you show me your own agreement before I sign?

Yes. Every term in ours, explained, before you sign anything.

03

The checklist

Print this page and fill it in with the agreement in front of you.

The agreement

Supplier _____

Machine and serial _____

KIND OF AGREEMENT

- ☐ Rental ☐ Lease ☐ Finance ☐ Service only
☐ Managed print

Term _____ months Signed _____

Starts _____ Ends _____

The money

Payment _____ Number of payments _____

PAID EACH

- ☐ Week ☐ Month ☐ Quarter

Total over the term _____

GST

- ☐ Included ☐ Extra

Black and white rate _____ Colour rate _____

THE PAGE RATE INCLUDES

- ☐ Toner ☐ Parts ☐ Labour ☐ Callouts

MINIMUM CHARGE

- ☐ None ☐ Pages ☐ Monthly bill

Minimum is _____

PRICE RISES

- ☐ Fixed for the term ☐ Can rise

How, and by how much _____

NOTES

Notice and the end

Notice needed _____ before the end

IN WHAT FORM

- ☐ In writing ☐ Email ☐ Other

Send it to _____

AUTOMATIC RENEWAL

- ☐ Yes ☐ No

Last day to give notice _____

DATE IN MY DIARY

- ☐ Done

AT THE END

- ☐ Return ☐ Upgrade ☐ Extend ☐ Pay to keep it

Who owns it during the term _____

Getting out and changing

Payout worked out as _____

PAYOUT FIGURE IN WRITING

- ☐ Yes ☐ Asked for

UPGRADE DURING THE TERM

- ☐ Paid out ☐ Rolled into the new one

Who insures it _____

Service

Service covers _____

Not included _____

If it fails and cannot be fixed _____



Not sure about an answer? Send us the agreement with the form at brisbanecopiers.com.au/contact and we will find it for you.

04

CHAPTER 04

When an agreement ends

Most copier agreements end in one of four ways. Which suits you depends on what your agreement says and how hard your machine still works.

STEP ONE

First, find the notice period

Many copier agreements need written notice before the end date, sometimes months before, or they simply roll on at the same payment.

- 1 Find the clause about the term, renewal or notice.
- 2 Note how much notice it needs, and in what form.
- 3 Put the date in your diary.

What if you do nothing?

Many agreements roll on at the same payment until notice is given. That is often the most expensive outcome, which is why the notice date matters.

Cannot find it, or not sure what it means? Send us the agreement and we will find it for you.

STEP TWO

The four ways it can end

1

Hand it back and upgrade

Return the machine and start a new agreement on a newer one. Often the payment is similar or lower and the machine is better.

2

Keep it on a new arrangement

If the machine still suits you, some agreements let you keep it on a lower payment or buy it out. It depends entirely on the end terms.

3

Move to renewed or refurbished

If your printing has dropped, a renewed or refurbished machine on a rental can cut the payment without cutting the quality.

4

Buy outright

If you would rather own the next machine, we will give you the cash figure next to the rental so you can compare.

TIMING

Time the changeover

We plan delivery around your end date, so the new machine goes in as the old one goes out and you are not paying for two machines longer than you need to.

Most machines can be installed within about a week of signing, so a month's notice to us is plenty.



What a better next agreement looks like

- ✓ A term that suits how long you will really keep the machine.
- ✓ A cost per page you can check against your meter readings.
- ✓ No minimum charge that is far above what you actually print.
- ✓ Clear end terms, written down, so this decision is easier next time.
- ✓ A replacement warranty for the whole term, which comes with every rental, lease and finance agreement from us.

Can I keep my copier when the lease ends?

Sometimes. It depends on the type of agreement and its end terms. Some allow a buyout or a lower payment to keep it; some require it back. We can read yours and tell you.

Our own agreements

Our monthly agreements are rentals. At the end you upgrade to a newer machine or hand it back, and if you would like to keep it, ask us. We show you every term in ours before you sign.

REPLACEMENT WARRANTY

If it fails, we replace it. For the whole term.

Every rental, lease and finance agreement from us comes with a replacement warranty. If your machine is also on a service agreement with us and it fails, we replace it. That cover lasts for the whole term of your agreement, not just the first year.

A maker's warranty on a new copier usually runs for 12 months and covers the hardware, not consumables. After that, the service agreement is what really covers you. The replacement warranty terms are set out in your agreement.



05

CHAPTER 05

Send us your agreement

Not sure where you stand? We will read your agreement for you.

Already on a lease, rental or managed print contract, or holding a quote you are not sure about? Send it to us. We will read it and tell you plainly where you stand.

What we will tell you

- ✓ What you are paying per page
- ✓ Any minimum charges
- ✓ When it ends
- ✓ What notice it needs
- ✓ What it would cost to change



Photograph or scan it

Every page, including the fine print. Photos of the pages are fine.



Send it to us

With the form at brisbanecopiers.com.au/contact, as a PDF or photos, up to 4 files. Or call us first.



We tell you where you stand

In plain words, with your options. No obligation.



CONTRACT ENDING?

If it ends soon, we plan the next machine around your end date, so the new one goes in as the old one goes out and you are not paying for two machines longer than you need to.

A SECOND OPINION

Send it with the form
at brisbanecopiers.com.au/contact

Or call

(07) 3484 0534

Monday to Friday, 8am to 5pm

— YOUR NEXT STEP

Two or three machines that fit, **with the figures in writing.**

Tell us how your office prints and we will give you real figures for two or three machines that fit, in writing. No obligation.

 CALL US**(07) 3484 0534**

Monday to Friday, 8am to 5pm

 GET A QUOTE**brisbanecopiers.com.au/contact**

Tell us what you need. We reply with figures in writing.

 EMAIL**info@brisbanecopiers.com.au** WHERE WE WORK**Brisbane, Ipswich, Logan, Toowoomba and the Gold Coast**

We service the machines we sell, across the same areas we deliver to.

Rentals start from \$15 a week plus GST. Finance subject to approval. The lowest weekly figure applies to selected machines.

— ALSO IN THIS SERIES

The Brisbane Copier Buyer's Guide

How to choose the right copier

Rent, Lease, Finance or Buy

Paying for an office copier

