







## Terms and Conditions

When you apply for eVET Incubator Services, you should be aware of certain obligations and conditions once the order form is received by eLearn Australia.

Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by Terms and Conditions of the eVET Incubator service.

### Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service, to administer your account with us and if necessary, to transfer you from your existing supplier.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses and Registered Training Organisations includes your Australian Business Number (ABN) and/or RTO Number.

### Hosting Environment

- eLearn Australia's services operate in environments that have been optimized for eLearning purposes. This environment may be upgraded or modified by eLearn Australia and/or their infrastructure provider at any time, for security or operational purposes. You will always be informed 24 hours prior to any scheduled maintenance that incurs downtime. Unless it is an emergency or catastrophe, this will most usually be late at night.
- While it is our objective to minimize customer inconvenience in these situations, it will be our responsibility to ensure your applications conform to the current environment.

### Acceptable Usage Policy

- eLearn Australia's Acceptable Usage Policy applies to eVET Incubator services. This includes the prevention of spam, fraud, breach of intellectual property rights and other illegal activities - please refer to <http://www.evetincubator.net.au> for full details.

### Billing Information

- Tax invoices and other notifications will be sent to the email address that you have specified in the Customer Details section of this form. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- The base monthly fees for eVET Incubator services are payable in advance. Please note that the first monthly service charge, plus the establishment charge, must be paid in full before services can be activated. Please see the current price list for establishment charges and monthly fees.
- There are no surcharges for Credit Card Payments
- Information is current as of 1/1/2010 and is subject to change without notice. All prices quoted include GST.