

— A GOLD COAST COPIERS GUIDE

Before the Paperwork

Go through any copier agreement with confidence: what each term means, what to put to a supplier, and your choices when the term runs out.

✓ The ten terms that matter

✓ Your own checklist

✓ A second pair of eyes



WHAT IS IN HERE

Ten terms before any signature

Copier agreements read much the same from Coomera to Coolangatta: long, with the costs tucked into the small print. Ten terms do most of the work.

Each term gets a plain explanation, then come the questions to ask, a checklist you can work through with the agreement open on the desk, and what happens as the term finishes. If you would rather someone else read it, the last chapter is about exactly that.

01	Ten terms worth reading twice Each term explained, with what to check	03
02	Questions for any supplier What to ask, and what the law says	06
03	The checklist One page to complete with the agreement in hand	07
04	When the term runs out Notice first, then your four choices	08
05	Have us read yours Send it in, get a plain answer	10

WHO IT IS FOR

Any business with a copier agreement

Rental, lease, service or managed print agreements alike, whoever they are with. The terms look much alike wherever you sign.

A note

This is general information, not legal or financial advice. If your agreement is large or unusual, have a professional look at it too.

THE TEN TERMS

01	How long it runs	06	Notice and rolling on
02	The total you pay	07	Leaving early
03	Page charges	08	At the finish
04	Minimums	09	Whose machine it is
05	Rises during the term	10	Servicing

01

CHAPTER 01

Ten terms worth reading twice

A copier agreement can look like pages of fine print, but ten terms carry nearly all of the cost. Take them one at a time.

01

How long it runs

WHAT IT MEANS

The span of the agreement, with exact start and finish dates. Most copier agreements last 36, 48 or 60 months, so three to five years.

LOOK FOR

- Start and finish dates written down.
- A length that fits how long you honestly expect to keep the machine.

02

The total you pay

WHAT IT MEANS

Each payment, and how many of them there are. Multiply the two together and you have the real price of the agreement.

LOOK FOR

- The sum across the term, not just the monthly amount.
- Whether figures include GST or leave it off.
- Whether service sits inside the payment or is charged separately.

03

Page charges

WHAT IT MEANS

What you pay for every page printed, with a black and white rate and its own colour rate.

LOOK FOR

- What the rate pays for: toner, parts, labour and callouts.
- Whether your own meter readings can be used to check it.
- How readings get taken, and how often.

04

Minimums

WHAT IT MEANS

A floor under your pages or your monthly bill that you pay even when business is slow.

LOOK FOR

- How the minimum compares with your real volume. If it sits well above that, you are paying for pages nobody prints.

- ✓ Our all inclusive rentals pool the included prints over the whole term instead of month by month. A busy month adds nothing to the bill, and a slow one is not lost.

05

Rises during the term**WHAT IT MEANS**

Whether the payment or the page rates can go up before the agreement finishes, and by how much.

LOOK FOR

- A locked figure, or a limit, written down.
- Who decides. If the supplier alone can lift prices, raise it.

06

Notice and rolling on**WHAT IT MEANS**

Plenty of agreements ask for notice in writing ahead of the end date, at times several months ahead. Let that date pass and the agreement may simply roll on at the same payment.

LOOK FOR

- How much notice, in what form, and who receives it.
- The deadline in your calendar on the day you sign.

Three to five years, often 36, 48 or 60 months

NOTICE PERIOD



07

Leaving early**WHAT IT MEANS**

Getting out before the end date usually means a payout: the payments left to run, sometimes discounted, plus any service costs.

LOOK FOR

- The payout, and how it is worked out, in writing.
- If you are upgrading, whether that payout can go into the new agreement.



08

At the finish**WHAT IT MEANS**

What becomes of the machine: back to the owner, upgraded, extended, or a residual paid so you keep it. Your agreement decides.

LOOK FOR

- The end terms, set down on paper.
- The outcome if you simply do nothing.

09

Whose machine it is**WHAT IT MEANS**

On a rental or a lease, the machine normally belongs to the rental company or the finance company, not to you. Which kind of agreement you sign decides it.

LOOK FOR

- Confirmation in writing of the owner now and at the finish.

KIND OF AGREEMENT	WHO OWNS IT MEANWHILE	AT THE FINISH
Our rental	Rental company	Back to us, then an upgrade or a return; ask us about keeping it.
Finance lease	The finance company	Hand it back, extend, or pay the residual so it stays.
Operating lease	The finance company	It is returned.
Chattel mortgage	You, from day one	Yours, the loan against it paid off as you go.
Bought outright	You	Yours, as it always was.

10

Servicing**WHAT IT MEANS**

A service agreement rolls toner, parts and repairs into a set cost per page, black and white and colour. It should spell out exactly what is covered.

LOOK FOR

- Whether labour and callouts are in, and how toner is ordered, delivery charge included.
- What is left out, paper and staples for example.
- The plan for a machine that fails beyond repair.

TWO MORE WORTH ASKING**Insurance**

Whose policy covers the machine, and who pays if it gets damaged?

Upgrading part way

If you change machines early, what happens to whatever is left of the old agreement?



Agreements rarely end on their own. Without notice, most simply keep sending bills.

02

CHAPTER 02

Questions for any supplier

Whoever you are talking to, ask these and keep the answers in writing. A good supplier will not mind.

Money

- ? Across the whole term, what will I pay in total?
- ? Are any of the figures shown without GST?
- ? What does a black and white page cost, and a colour page, and what is included?
- ? Do you charge a minimum?
- ? Could any rate rise before the term ends? By how much?

Changing your mind

- ? What would leaving early cost, and how is it calculated?
- ? Upgrading part way: what becomes of this agreement?
- ? Who insures the machine?

The end of the term

- ? On what date exactly does it end?
- ? What notice do you need from me, and how should it be sent?
- ? What happens if I never give notice?
- ? Which options do I have for the machine at the finish?

Looking after it

- ? Who will look after the machine?
- ? How is toner ordered and delivered?
- ? And if it breaks beyond repair?

YOUR RIGHTS

The law now backs small businesses

Australia's unfair contract terms laws apply to small businesses on standard form contracts. Since 9 November 2023, an unfair term can bring penalties as well as being void.

In 2022, ruling on a case the ACCC brought, the Federal Court found terms in a large copier supplier's small business contracts to be unfair, and void. Among them: automatic renewals, exit fees, and the supplier's power to lift prices on its own. If something in your agreement looks one sided, question it.

General information, not legal advice.



Take the payment, multiply by how many there are, and you have the real price.

Can we read your agreement first?

Of course. We go through every term of ours with you before anything is signed.

03

The checklist

Sit down with your agreement and work through it line by line.

 This agreement

Supplier _____

Machine and serial _____

KIND

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

Length _____ months Signed on _____

Starts _____ Ends _____

 Money

Amount _____ How many _____

PAID

- ☐ Weekly ☐ Monthly ☐ Quarterly

Total over the term _____

GST

- ☐ Included ☐ Added

Mono rate _____ Colour rate _____

RATE INCLUDES

- ☐ Toner ☐ Parts ☐ Labour ☐ Callouts

MINIMUM

- ☐ No minimum ☐ Minimum pages ☐ Minimum bill

How much _____

PRICE RISES

- ☐ Fixed for the term ☐ Allowed

How and by how much _____

ANYTHING ELSE

 Notice and finishing

Notice to give _____ in days or months

HOW

- ☐ Letter ☐ Email ☐ Other

Sent to _____

RENEWS AUTOMATICALLY

- ☐ Yes ☐ No

Last day for notice _____

IN THE CALENDAR

- ☐ Yes

CHOICES AT THE END

- ☐ Hand back ☐ Upgrade ☐ Extend ☐ Buy out

Owner meanwhile _____

 Leaving and upgrading

How the payout is worked out _____

PAYOUT FIGURE IN WRITING

- ☐ Have it ☐ Asked for it

UPGRADE PART WAY

- ☐ Paid out ☐ Rolled in

Insurer _____

 Servicing

Included _____

Left out _____

If it cannot be fixed _____

Cannot find an answer? Send the agreement through goldcoastcopiers.com.au/contact and we will dig it out for you.

04

CHAPTER 04

When the term runs out

Your end terms, and how much the machine still does, will decide which of the four usual endings suits.

FIRST

Look for the notice clause

A lot of copier agreements need written notice ahead of the end date, sometimes by months. Without it, they carry on at the same payment.

- 1 Track down the clause dealing with the term, renewal or notice.
- 2 Write down the notice period and how notice has to be given.
- 3 Put the deadline in the calendar.

What if nobody gives notice?

Many agreements carry on billing at the same payment until notice arrives. That tends to be the dearest outcome, which is why the date matters so much.

Cannot find the clause, or unsure what it says? Send it over and we will point to it.

THEN

Your four options at the finish

1

Return it, take a newer one

The old machine goes and a newer one comes in on a fresh agreement, often for a similar or smaller payment.

2

Keep it going

Still doing the job well? Some agreements then offer a lower payment or a buyout. Your end terms decide.

3

Move to renewed or refurbished

Printing less these days? A renewed or refurbished machine on rental can bring the payment down with no drop in quality.

4

Own the next one

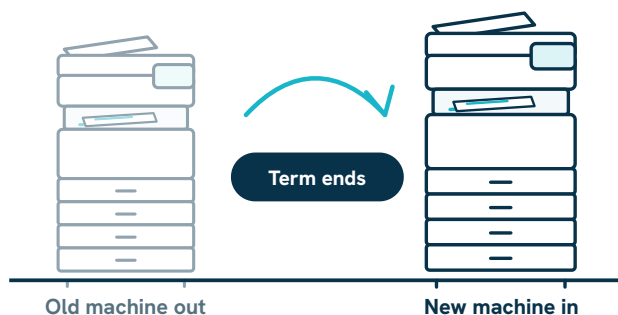
Want to own the next machine? We can give you the cash price next to the rental figure.

THE CHANGEOVER

Time the swap to the end date

We book delivery for your end date, so the swap happens in one visit with no stretch of paying for two machines.

Most installs happen inside a week or so of signing, so a month's warning gives us plenty of time.



Look for these next time

- ✓ A term that lines up with how long the machine will really stay.
- ✓ A page rate you can check against your own meter readings.
- ✓ No minimum pitched well above what you print.
- ✓ The end terms written down, which makes next time simpler.
- ✓ The replacement warranty running the whole term, as it does on every machine under our service agreement.

Can the copier stay once the lease is over?

It can, in some cases, depending on the kind of agreement and what its end terms say. A buyout or a reduced payment is offered by some; others need the machine returned. Send yours over and we will say which applies.

How our agreements end

Ours are rentals, paid monthly. When the term finishes you move to a newer machine or return it; keeping it is a question to ask us. You see every term of ours before you sign.

REPLACEMENT WARRANTY

A machine that fails is replaced. Every month of the agreement.

Any machine we look after on a service agreement comes under our replacement warranty, whatever its age and however you paid for it. Rented, leased, financed or bought outright, new or secondhand: if it fails, we replace it. Cover runs for the whole term of the agreement, through to its final month.

The maker's warranty on a new copier normally lasts 12 months and takes in the hardware; consumables are not part of it. Past that first year, your protection comes from the service agreement. Every detail of the replacement warranty is set down in your agreement.



05

CHAPTER 05

Have us read yours

Not sure what you have signed? Send it over and we will go through it with you.

Midway through a rental, lease or managed print agreement? Holding a quote that does not sit right? Send it to us and we will read it and tell you plainly what it says.

What we tell you

- ✓ What your page rates are
- ✓ Whether there is a minimum
- ✓ When it finishes
- ✓ How much notice it needs
- ✓ What changing would cost



Photograph or scan it

Every page, small print included. Photos from a phone will do.



Send it to us

Attach photos or a PDF, up to four files, on the form at goldcoastcopiers.com.au/contact. Or ring us first.



Get a plain answer

Where you stand and what you can do, with no obligation.



CLOSE TO THE END?

If yours finishes soon, we can have a new machine arrive on the day, so the two never overlap on your bill.

HAVE IT READ

Send it through goldcoastcopiers.com.au/contact

Or call

(07) 5631 9266

Monday to Friday, 8am to 5pm

— WHEN YOU ARE READY

Tell us how you print. We put the right machines in writing.

Ring us or send a few lines. Two or three machines that suit your business come back, each with its figures in writing, and no obligation.

**(07) 5631 9266**

Monday to Friday, 8am to 5pm

**goldcoastcopiers.com.au/contact**

Tell us about your office; we answer with written figures.

**info@goldcoastcopiers.com.au****The Gold Coast, from Ormeau and Yatala to
Coolangatta, and Tweed Heads**

We service every machine we put in.

Rent an office copier from \$15 a week plus GST, delivered and installed.

Finance subject to approval. The lowest weekly figure applies to selected machines.

— THE OTHER TWO GUIDES

Picking the Right Copier

A Gold Coast Business Guide

How to Pay for a Copier

Five Options Side by Side

