



OzOnCloud
Oz business on Oz cloud

CUSTOMER SERVICE POLICY

v1.1

PO Box 6390,
West Footscray, VIC 3012
customercare@ozoncloud.com.au

Last updated: 19th September 2021

Introduction

1. Thank you for your decision to purchase a Service from us.
2. If you proceed with your purchase, you will be taken to have agreed to this Customer Service Policy.
3. In These terms and conditions are governed by the laws of the State of Victoria. Any claim under these terms and conditions of sale may be bought only in the courts of that state.
4. In addition to reading these terms and conditions of sale you should also read our Terms of Service, Privacy Policy, Cookie Policy and Acceptable Use Policy.
5. By accepting these terms and conditions you warrant that you have read and are aware of the terms all of the documents referred to in clause 6, and that you accept the terms of each of those documents.

Definitions and Interpretation

6. In this Privacy Policy unless the context requires otherwise:
 - a. **Acceptable Use Policy** means the document available at https://ozoncloud.com.au/acceptable_Use_Policy_v1.1.pdf.
 - b. **Business Day** means a day on which the banks are ordinarily open for business in Melbourne, excluding Saturday, Sunday and public holidays.
 - c. **Privacy Policy** means the document available at https://ozoncloud.com.au/privacy_policy_v1.1.pdf.
 - d. **Service** means those products or services that you hereby choose to purchase or sign up to use using this website. (This can include but is not limited to, the provisioning of space on a server and a connection to and from the internet for web, email hosting and/or FTP services to function at the level specified in the chosen service level, domain name registration or transfer or renewal, SSL, VPS and SMS services.
 - e. **Cookie Policy** means the document available at https://ozoncloud.com.au/cookie_policy_v1.1.pdf.
 - f. **Terms of Service** means the document available at https://ozoncloud.com.au/terms_Of_Service_v1.1.pdf.
 - g. **“We” “our” or “us”** means TechDB Pty Ltd T/as OzOnCloud ABN: 87 625 224 571.
 - h. The singular includes the plural and vice versa.
 - i. Headings are for convenience only and do not affect the interpretation of this document.
 - j. If something is required to be done on a day that is not a Business Day, it must instead be done on the next Business Day.

Customer Service

7. If you require assistance, you may contact us via any of the following channels which are available at the time that you require customer service:
 - a. By telephone – our customer service contact number is **+61 3 7036 8636**;
 - b. Via submitting a ticket through our website to the appropriate department;
 - c. Via our representatives on social media networks;
 - d. By email to **customer@ozoncloud.com.au**.
8. You acknowledge that the above methods of communication may not be available at a given time, including for extended periods.
9. We will set customer service hours for each available method of contact. Those hours will be displayed on our website. You will not be able to contact us outside of the relevant hours for each channel.
10. We do not guarantee that the customer service hours listed on our website or correct or up to date. You will no claim if they are incorrect or out of date, or if we do not offer any of the specific methods of communication referred to in clause 7.

Customer Service Turn Around Time

11. We will endeavor to resolve any customer service issue within 5 Business Days, however you will have no claim against us if we fail to do so. Each time a response is made by the customer, this timeframe will be **reset**.

Conduct when seeking customer service

12. In communicating with our representatives, you agree to:
 - a. Act politely and provide the information reasonably requested by our representatives.
 - b. Provide only information that is (to the best of your knowledge) accurate.
 - c. Not behave in a way that could reasonably be deemed offensive.
 - d. Not threaten or harass our representatives.
 - e. Not seek personal information of our representatives other than information reasonably required for the purpose of attaining customer service.

Breach of Policy

13. If we consider you to have breached this policy, we may immediately suspend or terminate your Service. You will have no claim against us other than in the case of periodic Services, for a refund of the amount paid for a future period of Service.

Failure to resolve customer Service issue

14. Subject to clause 15, we will incur no liability if we are unable to resolve an issue in relation to which you contact our customer services representatives.
15. If we are unable to resolve your issue and as a result you cannot reasonably use and enjoy the Service, we will:
 - a. In the case of a Service billed as a one-off payment, refund the payment, but only if you contact us within one year of purchase; and
 - b. In the case of Services charged periodically, refunding you for any amount charge for use of the Service for the period commencing on the date that you contact us.
16. We are not otherwise liable for you failing to obtain any form of customer service.

Amendment of Terms

17. We may amend these terms and conditions at any time by posting the amendment on our website. The changes will become effective on publication on our website.

If you continue use of the Services, you will be taken to have accepted our amended terms and conditions.

If you have any questions about this agreement, please contact our Customer Care team via email at customercare@ozoncloud.com.au