



Digital Support, Delivered Personally

DelMac Tech – Terms & Conditions

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1. About DelMac Tech

DelMac Tech provides practical, people-focused technology support, digital guidance, website assistance, digital organisation support, remote assistance, and community-focused digital services.

By booking or using DelMac Tech services, you agree to these Terms & Conditions.

2. Services

Services may include:

- Remote technology support
- In-home support (where available)
- Device setup and transfers
- Website and digital assistance
- Membership support services
- Digital organisation assistance
- Legacy and digital continuity planning support
- Community and educational support sessions

Services are tailored to individual needs wherever possible.

3. Bookings & Appointments

Appointments may be booked through our website, booking platform, phone, email, or direct contact.

Flexible appointment times may be available outside standard business hours by arrangement.

Remote support and regional travel options may also be available depending on location and support requirements.



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4. Payments

Payment terms may vary depending on the service provided.

Invoices, memberships, consultations, and support sessions may require payment before or after services are delivered.

Support services provided under **Support at Home (SaH)**, **NDIS**, or similar funded arrangements may be invoiced monthly unless otherwise agreed.

DelMac Tech will always aim to communicate pricing and payment arrangements clearly and transparently.

5. Respectful Communication

DelMac Tech is committed to providing a calm, respectful, judgement-free support experience.

We ask that all communication with DelMac Tech remains respectful and appropriate.

DelMac Tech has intentionally created multiple feedback pathways so clients can provide positive, constructive, critical, or complaint-based feedback, either anonymously or with identifying information. Feedback is welcomed and viewed as an opportunity to improve services and client experiences.

Clients are encouraged to raise concerns directly through DelMac Tech feedback channels so matters can be reviewed, investigated, understood, and addressed fairly and in good faith before concerns are escalated publicly where appropriate.

DelMac Tech values open communication, reserves the right to respond to concerns raised regarding its services, and will always aim to engage respectfully and constructively.



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6. Technical Limitations

While DelMac Tech will always do its best to assist, some issues may be outside our control, including:

- Third-party service outages
- Hardware failures
- Manufacturer restrictions
- Account recovery limitations
- Internet/provider issues
- Unsupported or obsolete devices

No guarantee can be made that every issue can be resolved.

To the maximum extent permitted by Australian law, DelMac Tech is not responsible for indirect, incidental, or consequential losses arising from device failures, software issues, account access limitations, internet/provider outages, third-party services, or data loss.

Nothing in these Terms excludes rights or consumer guarantees that cannot be excluded under Australian Consumer Law.

7. Client Responsibility

Clients remain responsible for:

- Maintaining lawful access to their accounts and devices
- Providing accurate information where required
- Backing up important information where possible
- Reviewing recommendations before implementing major changes
- Maintaining access credentials and recovery information where applicable

While DelMac Tech may recommend or assist with backup and continuity measures, responsibility for maintaining backups remains with the client unless otherwise agreed in writing.

DelMac Tech cannot guarantee protection from all forms of data loss, account issues, third-party failures, or technical incidents.



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8. Remote Support Services

By requesting remote support services, clients consent to DelMac Tech accessing relevant devices, systems, or software where required for troubleshooting and support purposes.

Clients may end or revoke remote access sessions at any time.

DelMac Tech will take reasonable care during remote support sessions but cannot guarantee outcomes where issues arise from third-party software, internet services, hardware limitations, or circumstances beyond its control.

9. Membership Services

Memberships are designed to provide ongoing support, reassurance, and continuity.

Membership inclusions may vary depending on the membership level selected.

Memberships are intended to remain flexible and human-focused rather than restrictive long-term IT contracts.

Membership arrangements, inclusions, pricing, eligibility, and support features may vary depending on the membership selected and information provided at the time of sign-up.

10. Reasonable Use & Session Boundaries

DelMac Tech memberships are designed to provide ongoing support, reassurance, and continuity in a flexible, human-focused way. While we always aim to provide supportive and practical assistance, memberships are not intended to function as unlimited support arrangements.

Regular support requirements exceeding approximately three support sessions per week may indicate that a different membership level, tailored support arrangement, or customised service structure may be more appropriate.

DelMac Tech reserves the right to discuss support requirements and recommend alternative arrangements where required to ensure fair access, service sustainability, and appropriate support outcomes for all clients.



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11. Third-Party Recommendations & Referrals

DelMac Tech may recommend or refer clients to third-party products, software providers, community organisations, or external service providers where appropriate.

Recommendations may include software, digital tools, security services, referral partners, or educational resources.

Clients remain responsible for determining suitability and DelMac Tech cannot guarantee the performance, availability, or outcomes of third-party products or services.

12. Privacy & Confidentiality

DelMac Tech understands that clients may share sensitive personal, digital, or family-related information.

Reasonable care will always be taken to maintain privacy and confidentiality.

Please refer to our Privacy Policy for further information.

13. Changes to Services or Policies

DelMac Tech may update services, memberships, pricing, or policies over time.

Updated versions will be published on the DelMac Tech website.

14. Governing Law & Service Refusal

DelMac Tech reserves the right to refuse, suspend, or discontinue services involving unlawful activity, abusive behaviour, unsafe environments, repeated non-payment, or circumstances placing staff or clients at risk.

These Terms are governed by the laws of Western Australia and Australia.