

— A SYDNEY COPIERS GUIDE

Sign With Your Eyes Open

The ten terms that decide what a copier agreement really costs, the questions that bring them out, and what to do when the term runs out.

 Ten terms, plainly The questions to ask Send us yours to read

— WHAT IS IN IT

Read the terms before they cost you

A copier agreement can be long, and the money tends to sit in about ten of its terms. This guide takes those ten one at a time.

Each term gets a short explanation and what to check. Then the questions to put to any supplier, a checklist to fill in with your agreement open, and what happens when the term ends. If you would rather we read it, the last chapter covers that.

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— WHO IT IS FOR

Anyone signing, or already signed

Rental, lease, service or managed print, with us or with anyone else. The terms look much the same everywhere.

Not legal advice

Treat this as general information. It is not legal or financial advice; if the agreement is big or out of the ordinary, have a professional look at it too.

— THE TEN TERMS

01	How long it runs	06	Notice and rolling over
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01

CHAPTER 01

What are you actually signing?

Ten terms carry most of the cost in a copier agreement. Each one below: what it means, then what to check.

01

How long it runs

WHAT IT IS

The number of months, plus the exact start and end dates. Most copier agreements run 36, 48 or 60 months: three, four or five years.

WHAT TO CHECK

- Start and end dates written down.
- A term no longer than you will really keep the machine.

02

What you pay in total

WHAT IT IS

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

WHAT TO CHECK

- The total over the term, not just the monthly amount.
- Whether the figures include GST.
- Whether service sits inside the payment or is billed separately.

03

The page rates

WHAT IT IS

A charge on every page, at one rate for mono and a higher one for colour.

WHAT TO CHECK

- Which of toner, parts, labour and callouts the rate includes.
- That the bill can be checked against your own meter readings.
- How readings are taken, and how often.

04

The minimum

WHAT IT IS

A floor under the pages or the bill. You pay it even in a quiet month.

WHAT TO CHECK

- Where the minimum sits against your real volume. Set well above it, you are billed for pages that never get printed.

- ✓ On our all inclusive rentals, included prints are pooled over the whole term instead of counted month by month: a busy month costs nothing extra, and a quiet one is not wasted.

05

Can the price go up**WHAT IT IS**

Can the payment or the page rates climb during the term? If so, when, and by how much?

WHAT TO CHECK

- Any rise fixed, or capped, and written down.
- Who gets to decide. A supplier that can lift prices whenever it likes deserves a hard question.

06

Notice and rolling over**WHAT IT IS**

Plenty of agreements expect notice in writing ahead of the end date, often by months. Miss that and it rolls over at the same payment.

WHAT TO CHECK

- How much notice, how it must be sent, and who receives it.
- Diarise the deadline before the ink is dry.

Usually 36, 48 or 60 months

GIVE NOTICE HERE



07

Leaving before the end**WHAT IT IS**

Ending before the end date usually means a payout: the payments still to come, sometimes discounted, plus any service costs owing.

WHAT TO CHECK

- The payout figure in writing, with the method behind it.
- If you are upgrading, whether the new supplier can roll the payout into the new agreement.



08

When the term is up**WHAT IT IS**

What happens to the machine: back, upgraded, extended, or kept for a residual. The agreement decides, not the salesperson.

WHAT TO CHECK

- The end options written into the agreement.
- What happens if you do nothing at all.

09

Whose machine it is

WHAT IT IS

On a rental or a lease, the owner is usually the rental company or the financier, not you. The type of agreement settles it.

WHAT TO CHECK

- In writing: who owns it now, and who owns it at the end.

TYPE OF AGREEMENT	WHO OWNS IT MEANWHILE	AT THE END
Our rental	The rental company	Back to us. Upgrade, or give it back; to keep it, talk to us.
Finance lease	The lender	Give it back, extend, or keep it by paying the residual.
Operating lease	The lender	Goes back.
Chattel mortgage	You, from day one	Yours, once the loan secured on it is paid.
Bought outright	You	Yours throughout.

10

What the service includes

WHAT IT IS

One cost per page, mono and colour, that pays for toner, parts and repairs. The agreement should spell out what is in and what is out.

WHAT TO CHECK

- Whether labour and callouts are in, and how toner is ordered, delivery charge included.
- What sits outside it: paper and staples, for a start.
- What happens if the machine is beyond repair.

AND TWO MORE

Insurance

Which insurance policy covers the machine, yours or theirs?

Upgrading part way

Moving to a new machine mid term: is the old agreement settled, or carried into the new one?



Give no notice and many agreements just keep billing. It is usually the dearest way to end one.



02

CHAPTER 02

What should you ask a supplier?

These questions, every time, with the answers in writing.

Cost

- ? Over the whole term, what will I have paid?
- ? Do any of your figures leave GST off?
- ? Mono and colour: what is each rate, and what does it pay for?
- ? Do you charge a minimum?
- ? Could a rate change before the end? By how much?

Changes

- ? What would leaving early cost, and how do you calculate it?
- ? If I upgrade during the term, what becomes of this agreement?
- ? Who carries the insurance?

The end

- ? Which date does it finish on?
- ? What notice do you want, and sent how?
- ? If I give no notice, what happens?
- ? At the end, what can I do with the machine?

Service

- ? Whose technicians service it?
- ? What is the toner ordering process?
- ? If it breaks beyond repair, then what?

THE LAW

Do small businesses have any protection?

Yes, more than before. Australia's unfair contract terms laws apply to small businesses signing standard form contracts, and since 9 November 2023 an unfair term can draw a penalty, not just be struck out.

A 2022 Federal Court decision, in proceedings the ACCC brought, declared terms in contracts a large copier supplier used with small businesses to be unfair, and so void. Those terms covered renewing automatically, charging to exit, and letting the supplier alone decide on price increases. If something in yours reads as one sided, raise it before you sign.

General information, not legal advice.



The monthly figure is not the price. The total is.

Will you show me your agreement first?

Yes, every page of it, and we go through each term with you before anything is signed.

03

The agreement checklist

Have the agreement open next to you and fill in each line.

 The agreement

Supplier _____

Model and serial _____

TYPE

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

Term _____ months Signed on _____

Starts _____ Ends _____

 Money

Payment amount _____ Number of payments _____

PAID

- ☐ Weekly ☐ Monthly ☐ Quarterly

Total over the term _____

GST

- ☐ Included ☐ Extra

Mono page rate _____ Colour page rate _____

RATE INCLUDES

- ☐ Toner ☐ Parts ☐ Labour ☐ Callouts

MINIMUM CHARGE

- ☐ None ☐ Minimum pages ☐ Minimum bill

How much _____

PRICE RISES

- ☐ Fixed for the term ☐ Allowed

How, and by how much _____

NOTES

 The end

Notice required _____ before the end date

GIVEN BY

- ☐ Post ☐ Email ☐ Another way

Sent to _____

ROLLS OVER

- ☐ Yes ☐ No

Last day for notice _____

IN THE DIARY

- ☐ Yes

END OPTIONS

- ☐ Return ☐ Upgrade ☐ Extend ☐ Buy out

Owner until the end _____

 Leaving early

How the payout is worked out _____

PAYOUT IN WRITING

- ☐ Have it ☐ Asked for it

UPGRADE PART WAY

- ☐ Paid out ☐ Rolled in

Insured by _____

 Service

Included _____

Not included _____

If it cannot be fixed _____

A line you cannot fill? Send the agreement via sydnecopiers.com.au/contact and we fill it in with you.

04

CHAPTER 04

What happens when it ends?

One of four things, decided by your end terms and by how much work the machine still does.

FIRST

Where is the notice clause?

Usually under the term, renewal or notice heading. Many copier agreements want written notice well before the end date; without it they carry on at the same payment.

- 1 Look for the words term, renewal or notice.
- 2 Write down the notice period and how it must be given.
- 3 Put the deadline in the diary.

What if you do nothing?

Many agreements just carry on billing at the same amount until notice arrives. That costs more than any other ending, which is why the deadline matters.

Clause hard to find, or hard to follow? Send the agreement over and we will mark it for you.

THEN

Your four options at the end

1

Upgrade to a newer machine

The old machine goes, a newer model comes in, and the payment is often the same or lower for a better machine.

2

Keep it going

Still doing the job? Some agreements allow a reduced payment or a buyout; it is in your end terms.

3

Switch to renewed or refurbished

Printing less now? A renewed or refurbished machine on rental can bring the payment down without a drop in quality.

4

Own the next one

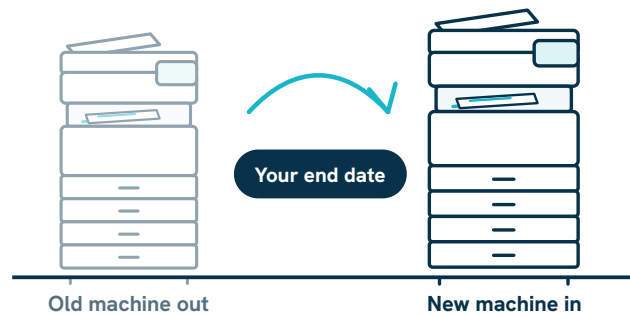
Rather own the next machine? We quote the cash price next to the rental so you can weigh them up.

CHANGEOVER

Can the new one arrive as the old one leaves?

Yes. Delivery is booked for your end date, so one visit does the swap and there is no stretch of paying for both.

Since installation normally follows within a week or so of signing, a month's warning gives us room to spare. In a CBD or North Sydney building, that month also covers the dock and lift bookings.



Signs the next agreement is a better one

- ✓ A term matched to how long the machine will really stay.
- ✓ A page rate you can check against your own meter readings.
- ✓ Any minimum set under your real volume.
- ✓ End terms written down, which makes the next changeover easier.
- ✓ A replacement warranty for the whole term, as on every machine on our service agreement.

Can I keep my copier at the end?

Sometimes. That is down to what kind of agreement it is and what its end terms say. A buyout or a lower payment is possible under some; others require the machine back. Send yours and we will tell you which it is.

How ours end

Ours are rentals, paid monthly. When the term is up you take a newer model or give the machine back; for keeping it, ask us. Before you sign, you see all of ours.

REPLACEMENT WARRANTY

Fails? We replace it. First year or last.

If a machine on our service agreement fails, we replace it. That holds for new and secondhand machines alike, and for every way of paying: rental, lease, finance or an outright purchase. The cover lasts as long as the agreement does, every year of it.

A new copier normally carries the maker's warranty for 12 months, covering hardware but not consumables. Once that year is up, the service agreement carries the cover. The full terms of the replacement warranty are written into your agreement.



05

CHAPTER 05

Want us to read yours?

Upload it or email it, and we will read it and explain it without the jargon.

Already signed a lease, rental or managed print contract? Got a quote on the desk that does not sit right? Send it over. We read every clause and tell you plainly what it means.

What we tell you

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



Photograph or scan it

Every page, fine print included. Phone photos are fine.



Send it to us

Use the form at sydnecopiers.com.au/contact. It takes up to four files, as PDFs or photos. Or call us first.



Get a plain answer

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



ENDING SOON?

End date coming up? We book the replacement for that day: one machine in as the other goes out, so you never pay for two at once.

SEND IT IN

Send it through sydnecopiers.com.au/contact

Or call

(02) 8313 0670

Monday to Friday, 8am to 5pm

— YOUR SHORTLIST

Your shortlist, priced and in writing.

Say how your office prints and how many people use the machine. We come back with two or three options from the range, each with written figures. No obligation to take any of them.

**(02) 8313 0670**

Monday to Friday, 8am to 5pm

**sydnecopiers.com.au/contact**

Say what you need and written figures follow.

**info@sydnecopiers.com.au**

Greater Sydney: the CBD and North Sydney, the north shore, the inner west and south, Parramatta and the west, and the south west

We service every machine we deliver.

Rent a copier from \$15 a week plus GST.

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

— THE OTHER TWO GUIDES

The Straight Answer on Copiers

A Sydney buying guide

Rent, Lease, Finance or Buy

Which way of paying fits you