

— A COPIER STORE GUIDE

Read Before You Sign

What each clause in a copier agreement means, what to ask, and how to handle the end of the term.

✓ Ten clauses decoded

✓ A page to fill in

✓ We read yours for you



— INSIDE THIS GUIDE

Know the terms before you commit

A copier contract can run to many pages, and costs tend to sit in the fine print. About ten terms carry most of the weight.

Here each term gets a short explanation, followed by the questions worth asking and a checklist to complete with your agreement open. Then what happens at the end of the term. And if you would prefer someone else to read it, the final chapter offers exactly that.

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— WHO SHOULD READ IT

Anyone with a copier agreement

Rental, lease, service agreement or managed print contract, with us or anyone else. The clauses are much alike.

General information

This guide is general information, not legal or financial advice. For a large or unusual agreement, get professional advice as well.

— ALL TEN TERMS

01	Length of the agreement	06	Notice and auto renewal
02	Payments and total cost	07	Ending early
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01

CHAPTER 01

The ten terms, one by one

Where does the cost hide in a copier agreement? Mostly in about ten terms. Here is what each means and what to look for.

01

Length of the agreement

IN SHORT

How many months the agreement runs, with its exact start and end dates. Most run 36, 48 or 60 months, which is three to five years.

CHECK FOR

- Both dates in writing.
- A length that matches how long you will actually keep the machine.

02

Payments and total cost

IN SHORT

The amount of each payment and how many there are. Payment times number of payments: that figure is the true price.

CHECK FOR

- The full amount over the term, not only the monthly figure.
- Whether figures are with or without GST.
- Whether service is inside the payment or billed on top.

03

Page rates

IN SHORT

The charge for each page printed, set separately for mono and colour.

CHECK FOR

- What the rate covers: toner, parts, labour, callouts.
- That you can match it to your meter readings.
- How readings are collected, and how often.

04

Minimum charges

IN SHORT

A floor on pages or on the monthly bill, payable even when the office is quiet.

CHECK FOR

- How the minimum sits against your real volume. Set far above it, you pay for pages that never print.

- ✓ Our all inclusive rentals count the included prints over the full term, not per month. A heavy month adds no extra charge, and a light month is not wasted.

05

Price increases**IN SHORT**

Whether the page rates or the payment can increase before the term ends, and how far.

CHECK FOR

- A fixed figure or a stated cap, in writing.
- Who decides. If the supplier can raise prices on its own say, ask about it.

06

Notice and auto renewal**IN SHORT**

Many agreements require written notice ahead of the end date, sometimes several months ahead. Miss the deadline and the agreement may continue at the same payment.

CHECK FOR

- How much notice, in what form, sent to whom.
- Diary the deadline on the day you sign.

The term: usually 36, 48 or 60 months



07

Ending early**IN SHORT**

Leaving before the end date normally triggers a payout: the remaining payments, sometimes discounted, plus any service costs.

CHECK FOR

- The payout in writing, with how it is calculated.
- When upgrading, whether the new supplier can fold the payout into the new agreement.



08

End of term**IN SHORT**

What happens to the machine: return, upgrade, extend, or pay a residual and keep it. The agreement decides.

CHECK FOR

- End terms set out in writing.
- What happens if you take no action.

09

Ownership**IN SHORT**

Under a rental or lease, the rental company or the financier is usually the owner. You are not. The type of agreement decides.

CHECK FOR

- Written confirmation of who owns it now and at the finish.

AGREEMENT TYPE	OWNER WHILE IT RUNS	WHEN IT ENDS
Our rental	Rental company	Returns to us. Upgrade or hand it back. Keeping it? Ask us.
Finance lease	The financier	Return, extend, or pay the residual and keep it.
Operating lease	The financier	It goes back.
Chattel mortgage	You, from the start	Yours. The loan secured against it is paid off over the term.
Bought outright	You	Still yours.

10

Service cover**IN SHORT**

Service agreements bundle toner, parts and repairs into a set cost per page, mono and colour. The agreement lists exactly what is in.

CHECK FOR

- Labour, callouts and how toner is ordered, including any delivery charge.
- What is excluded, such as paper and staples.
- What happens if the machine fails beyond repair.

TWO MORE TO LOOK FOR

Insurance

Whose policy covers the machine? Who pays for damage?

Upgrading mid term

Upgrade early: does the old agreement get paid out, or folded into the new one?



**No notice, no ending: many agreements simply keep billing.
That is usually the costliest result.**

02

CHAPTER 02

What to ask any supplier

Bring these to every supplier you talk to. Ask for the answers in writing.

Cost

- ? What will I pay in total across the term?
- ? Are any figures quoted without GST?
- ? What does each mono and colour page cost, and what is covered?
- ? Do you set a minimum charge?
- ? Can any rate increase before the end, and how far?

Changing course

- ? How much to end early, and how is it calculated?
- ? If I upgrade part way, what happens to this agreement?
- ? Who insures the machine?

Finishing

- ? What is the exact end date?
- ? What notice do you require, and how must it be given?
- ? What happens if I give no notice?
- ? What can I do with the machine at the end?

Service

- ? Who will service the machine?
- ? How is toner ordered?
- ? What happens if it fails and cannot be repaired?

THE LAW

Small businesses have more protection now

Australia's unfair contract terms laws cover small businesses on standard form contracts. From 9 November 2023, an unfair term can attract penalties as well as being void.

In 2022 the Federal Court, in a case brought by the ACCC, declared terms in a large copier supplier's contracts with small businesses to be unfair, and void. Among them were automatic renewals, exit fees and price rises the supplier could set alone. If a clause in yours looks one sided, ask about it.

This is general information, not legal advice.



Payment times the number of payments is the price that counts.

Can I see your agreement before signing?

Yes. We walk you through every term in ours first.

03

Your agreement checklist

Fill this in with the agreement open beside you.

 The contract

Supplier _____

Model and serial number _____

TYPE

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

Term _____ months Date signed _____

Start date _____ End date _____

 Costs

Each payment _____ How many _____

FREQUENCY

- ☐ Weekly ☐ Monthly ☐ Quarterly

Total for the term _____

GST

- ☐ Included ☐ On top

Mono rate _____ Colour rate _____

RATE COVERS

- ☐ Toner ☐ Parts ☐ Labour ☐ Callouts

MINIMUM CHARGE

- ☐ None ☐ Page minimum ☐ Bill minimum

Minimum amount _____

PRICE INCREASES

- ☐ Locked for the term ☐ Can increase

Method and size of increase _____

NOTES

 Notice and ending

Notice required _____ ahead of end date

FORM

- ☐ Letter ☐ Email ☐ Other

Addressed to _____

AUTO RENEWAL

- ☐ Yes ☐ No

Notice deadline _____

DEADLINE DIARISED

- ☐ Done

END OPTIONS

- ☐ Return ☐ Upgrade ☐ Extend ☐ Buy it out

Owner during the term _____

 Exit and upgrades

Payout formula _____

PAYOUT IN WRITING

- ☐ Received ☐ Requested

MID TERM UPGRADE

- ☐ Paid out ☐ Rolled over

Insured by _____

 Service

Covered _____

Excluded _____

If it cannot be repaired _____

Stuck on a line? Upload the agreement through the form at copierstore.com.au/contact; we track the answer down.

04

CHAPTER 04

When your agreement ends

There are four usual endings. The right one depends on your end terms and how hard the machine still works.

STEP ONE

Find the notice clause

Many copier agreements require written notice before the end date, sometimes months in advance. Without it they keep running at the same payment.

- 1 Locate the clause on the term, renewal or notice.
- 2 Note the notice period and the form it must take.
- 3 Diary the deadline.

And if you do nothing?

Plenty of agreements keep billing at the same payment until someone gives notice. That is usually the costliest path, and why the deadline matters.

Can't locate it, or unsure what it says? Send the agreement over and we will find it.

STEP TWO

Four possible endings

1

Return it and upgrade

Send the old machine back and start fresh on a newer model. The payment is often the same or less, for a better machine.

2

Keep it

If it still does the job, some agreements allow a lower payment or a buyout. The end terms decide.

3

Step to renewed or refurbished

Printing less than before? Renting a renewed or refurbished machine can lower the payment and keep the quality.

4

Buy the next one outright

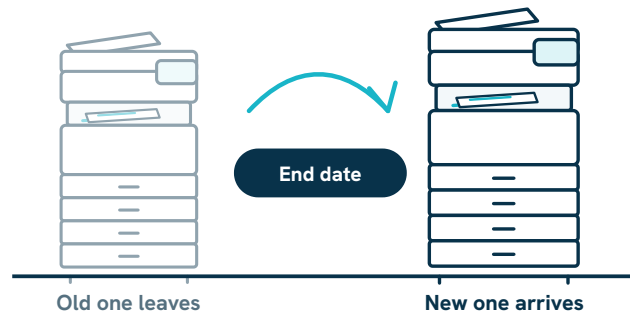
Prefer to own your next machine? We quote the cash price beside the rental so you can compare.

TIMING

Line up the changeover

We book delivery against your end date. The new machine arrives as the old one leaves, so you are not paying for both any longer than necessary.

Most installs are done inside about a week of signing. A month's warning is ample.



Signs of a better next agreement

- ✓ A term that matches how long you will actually keep the machine.
- ✓ A page rate you can verify from your own meter readings.
- ✓ No minimum set far above what you really print.
- ✓ End terms in writing, so next time is simpler.
- ✓ A replacement warranty for the full term, which every machine on our service agreement carries.

Can I keep the copier at lease end?

Sometimes. That depends on the agreement type and its end terms. Some offer a buyout or a reduced payment; others require the machine back. Send us yours and we will tell you which.

How ours work

Our monthly agreements are rentals. When the term ends you trade up to a newer model or return it; to keep it, ask us. Every term in ours is shown to you before you sign.

REPLACEMENT WARRANTY

If it fails, we replace it. Right through the term.

Put any machine on our service agreement and the replacement warranty comes with it. New or secondhand, and whether you rent, lease, finance or buy outright, the rule is the same: should the machine fail, you get a replacement. The cover runs to the final day of the agreement, not the end of year one.

On a new copier the maker's own warranty is usually 12 months, on the hardware only; consumables sit outside it. Beyond that year, your cover is the service agreement. Your agreement sets out the full terms of the replacement warranty.



05

CHAPTER 05

Get your agreement checked

Unsure where you stand? Send it in and we will read it for you.

Already tied into a lease, a rental or a managed print contract? Holding a quote that worries you? Send it over. We read it and give you a straight answer.

What you find out

- ✓ Your page rates
- ✓ Any minimum charges
- ✓ The end date
- ✓ The notice required
- ✓ The cost of changing



Scan or photograph it

All of it, fine print included. Phone photos are fine.



Upload it

Use the form at copierstore.com.au/contact: a PDF or photos, up to four files. Or call first.



Hear where you stand

Plain answers and your options, with no obligation.



ENDING SOON?

If the end date is close, we time the next machine to it. One goes in as the other comes out, so there is no overlap to pay for.

AGREEMENT REVIEW

Upload it at copierstore.com.au/contact

Or ring

(03) 7056 9994

Monday to Friday, 8am to 5pm

NEXT STEP

Compare the machines that fit, side by side, in writing.

Describe how your office prints. We shortlist two or three machines from the full range and put real figures for each in writing. No obligation.

**(03) 7056 9994**

Monday to Friday, 8am to 5pm

**copierstore.com.au/contact**

Describe what you need. Written figures come back.

**info@copierstore.com.au****Greater Melbourne: the CBD and inner city, the east, the south east, the west and the north**

Every machine we deliver, we also service.

Copier rental from \$15 a week plus GST.

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

MORE COPIER STORE GUIDES

Choosing an Office Copier

The Copier Store guide

Paying for a Copier

Rental, lease, finance, cash or per page

