

Sales Terms and Conditions

We aim to give the best customer satisfaction possible and review our Customer Service and Quality Assurance policies on a regular basis.

Please see below our standard operating terms, please make sure you agree and understand these conditions before ordering. These do not affect your statutory rights.

General

Definitions – “the company” or “supplier” means infrasup Ltd. The “buyer” or “customer” means the person, company ordering or buying the goods from the company. “The goods” means the products or services or subject matter for the relevant order, sale or repair. “The price list” is the list of goods and their relevant sales price in £ sterling as advertised by the company which is subject to change without notice.

The company reserves the right to reject any order received for goods. Any order received that amends these terms is subject to written acceptance by the company.

Price

Prices quoted exclude vat which is payable at the current rate.

Delivery charges are subject to couriers rates dependent on goods purchased and are subject to change without notice. Any custom deliveries will be agreed in advance between the company and the buyer.

Set price services are for Labour ONLY and do not include extra software products or Hardware required to complete the work. If the customer does not except the company's advice on products or services required to finish the service, full payment up to the point of advice, is require before clients equipment is returned

If full payment for work done up to the point of advice, is not received within 90 days of the advice given. The company's reserves the right to sell the customers equipment to cover costs of work done.

Payment and Title

The goods remain the property of the company until all payments relating to the goods have cleared. Payment may be made by cash, personal cheque, company cheque, bankers draft, cashiers cheque or electronic transfer funds into an account nominated by the company. Credit card payments will be subject to a 2% surcharge. Debit cards are Free of Charge

The buyer agrees that the company or its representatives may enter the buyer's premises in order to recover goods originally supplied by the company for which payment is outstanding. The company also reserves the right to recover items up to the value of the sale, which belong to the buyer, if the original goods or services are not available or recoverable.

Backups and Customer data

The customer is responsible for their own personal information on any systems worked on by the company. They should insure they have adequate copies of this information, or inform the company at outset of the need for the company to back up the customer's system for them, before any work takes place.

The buyer should inform the company if they are transporting their computer system to our offices and the company will try and assist the buyer, to backup remotely before sending systems to the Company.

The company will make "best efforts" to preserve customer data whilst the customer's equipment is in the company's possession. However the company is not liable for any data or subsequent financial loss which may arise, from loss of confidential or critical customer files, whilst on a customer site or within our premises, whilst the customer's equipment is being repaired.

Extra charges may be liable where the customer has made no backup and specialised software products need to be installed to backup the data. These are payments for software licensing needed for use of the products. All licenses from products installed will be the property of the respective owner, once full payment is received.

Defective Products

All products supplied by the company are delivered with a standard manufacturer 1 year warranty, unless otherwise specified. Services are guaranteed for 3 months from completion on work, subject to these not being effected by further customer changes made after work has been completed.

Defective goods may be returned to the supplier at the buyer's expense and the company may replace, issue a credit note or repair the goods at the company's discretion within a time period. The company is not responsible for goods returned that are lost or further damaged in transit, if the goods are not returned using recognised courier, with consignment tracking facility, using adequate insurance, and adequate packaging.

Defective or returned goods, must be returned in original packaging, with a copy of the original invoice, in a clean, resalable condition. Goods returned otherwise will, at our discretion, either be refused or subject to admin fee to recover our expenses.

Delivery and Mail order services.

The company will make best endeavours to deliver and pickup all goods in the timeframes, as instructed to the buyer. The company will not be responsible for late deliveries or pickups outside of its control, however caused.

Any deliveries that are unsuccessful will be reattempted or can be picked up from the courier depot by the customer within 7 days. If no delivery is successful or a customer does not pickup from the courier in the notified period, the goods maybe returned back to the company by the courier. The Company may then add additional fees for a reattempt of delivery and for the original missed shipment.

Any pickups from customers, that are unsuccessful, may incur an immediate additional missed fee. This maybe added to the customer invoice. Payment may need to be made before the goods are released for a reattempt for pickup.

All items to be picked up from the customer, to be sent to the company, should be reasonably packaged, either using bubble wrap or cardboard box with polystyrene chips. The company cannot be held responsible for any items shipped without the appropriate packaging to reach the destination. The company will supply details of where the pickup should be returned to which need to be clearly labelled on the package. The customer can track all packages using the company's courier online and a receipt will be given to the customer at pickup as a receipt and reference for transit to the company.

The Buyer has the option to purchase insurance to cover the cost of replacement if their goods are lost or damaged in transit, whilst using the company's courier. It is the buyer's responsibility to purchase adequate insurance for transit or use other household or business insurance to do so.

If the Buyer does NOT opt to purchase additional transit insurance, any successful claim will be settled at the courier's standard rate, typically £10 or less per KG per shipment.

The buyer should inspect all delivered goods immediately. The company reserves the right to reject claims for incorrect delivery or damaged items, if the claim is made beyond 24 hours after the date of delivery.

Force Majeure

The company reserves the right to cancel, suspend or vary the operation of contract of sale if events occur which are in the nature of false majeure including (without prejudice to the generality of the forgoing) fire, flood, storms, plant breakdown, strikes, hostilities, non-availability of material or suppliers or any other event outside the control of the company. The company shall not be held liable for any breach of contract, resulting from such events.

Complaints and cancellation

Any written complaints will be investigated by the Customer Service Department. We regularly survey and review customer feedback to provide consistent high level of Customer Service satisfaction. We will treat any complaints as a serious matter and respond in a professional and prompt manner, with a written reply.

If the buyer cancels after placing the order, they should do so in writing, to the company within 24 hours. A refund or credit note maybe offered, minus an additional admin fee to restock any items, used in the order process.

Customer Service Levels and Support

Unless otherwise stated, the standard SLA between The Company and the customer applies:

The Company will endeavour to contact the customer within a maximum 4 hours of a telephone message being left from 9am and 7pm Monday to Saturday 10-4 (Excluding UK Bank Holidays).

The Company will remotely diagnose faults within 1 working day if the fault cannot be rectified over the telephone or via remote access

The Company may attend site if it is deemed necessary, to resolve the fault, within 1 working day of the fault not being fixed remotely or on the telephone.

On-Site charges at the current hourly rate maybe chargeable, if it is later found the visit was caused by customer equipment, user error, damage to the company equipment or delivered goods or the client does not have sufficient support vouchers to cover the callout.

IT Support Vouchers

In addition to any other terms, the following apply to I.T Support Vouchers customers:

Payment for I.T support vouchers invoice must be cleared before work commences.

Vouchers maybe exchanged for goods purchased from the Company and I.T support services. However, the Vouchers cannot be exchanged for cash or transferred by the Buyer

Vouchers have NO expiry Date. An online management system and helpdesk is available for Buter's to check voucher

balance and current ticket status, invoices and customer history.

Engineer on-site visits are valid for London Postcode based customers ONLY.

Work carried out is Guaranteed for 3 Moths, subject to no further changes being made by the client.

A secure remote access login may be installed and used to resolve faults where possible, instead of attending site to resolve issues. **PLEASE INSURE ALL YOUR CRITICAL PERSONAL FILES ARE BACKED UP BEFORE ANY WORK COMENCES**
Please ask if in doubt. We will be happy to backup your files or test restore old backups as part of our service.

The Company will not be liable for any data or financial loss due to loss of customer data or equipment, if the customer does not follow any instructions correctly or does not have adequate skills to perform the task advised.

Refunds or voucher re-credits will not be given where the incident is of an intermittent nature and all steps for isolating the problem have been followed or when instructions have not be followed fully by the customer, from an company advise

session and the problem reoccurs.

Virtual HQ

VHQ has a minimum contact period of 1 Year. This contact is payable over 12 Monthly payments from the Customers Bank account to the company. Confirmation of standing order setup will be needed from the customer to prove automated payment method is activated from the clients bank. **Free Support** contract will not start until this has been done.

After the first year the Virtual HQ client is entitle to reduced cost Monthly service charge of£..... **per month.** also for an initial 12 Month period, to cover ongoing maintenance.

Continual Non or Late payment may result in termination of Service and or extra costs being added to cover recovery, termination or reconnection or extension of the contract period.

Additional SLA

Law

These conditions and terms of sale shall be constructed in accordance with English law.

I hereby agree with the terms and conditions set out above.

Client Contact Name:

Company Position:

Company Signature:

Invoice/ Quotation ref.....Date:.....

Please print sign and Complete User details above or click on "I have read and understood terms and condition on web form. Then SEND or Fax to us, with payment, to process your order.

Infrasup Ltd. Payment Options


Monthly Electronic Transfer: infrasup Ltd.

Bank: Alliance and Leicester

Branch: Bootle

Sort: 720600

Account: 02888009

 Credit Card subject to + 2.5% Charge, Debit Card fee is 'Free Of Charge'

Please print sign above and Complete User details below lif applicable) Then SEND or Fax to us, with payment, to process your order.

For Virtual HQ Customers ONLY:

Current Email Domain Name:

Static IP Address (if available):

Current ISP / Broadband contact details:.....

User 1 PC Administrator password.....

User 1 PC Username:..... User 1 PC passwd:.....

User 1 Email Username :..... User 1 Email Password :.....

User 2PC Administrator password.....



User 2 PC Username:.....User 2 PC passwd:.....

User2 Email Username :..... User 2 Email Password.....

User 3 PC Administrator password.....

User3PC Username:.....User 3 PC passwd:.....

User3 Email Username :..... User 3 Email Password.....

User 4PC Administrator password.....

User4PC Username:.....User 4 PC passwd:.....

User4 Email Username :..... User 4 Email Password.....

User 5PC Administrator password.....

User5PC Username:.....User 5 PC passwd:.....

User5 Email Username :..... User 5 Email Password.....

Backups to be performed by customer..... MY Documents or all PC's and any critical files

Applications to be reloaded after Any PC upgrades:.....Word, Excel, Outlook, CreativeSuite...etc etc.....

Backups to be performed by infrasup.....Backup .PST outlook archives emails and save on shared drive....

Other notes:-

Please instruct us if you need any further backups before sending units back to us.

