



STANDARD TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND SERVICES - 2024

1 - Interpretation

1.1 Definitions. In these Conditions, the following definitions apply: -

Business Day: means any day other than a Saturday, Sunday or public holiday in England when banks in London are open for business;

Conditions: means the standard terms and conditions set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed in writing between the Customer and the Supplier;

Contract: means the contract between the Supplier and the Customer for the supply of the Goods and/or Services under these Conditions;

Customer: means a person who purchases Goods and/or Services from the Supplier;

Customer Default: has the meaning given to it in clause 8.2;

Delivery Date: has the meaning given to it in clause 4.2.1;

Delivery Location: has the meaning given to it in clause 4.2.2;

Disclosing Party: has the meaning given to it in clause 11.1;

Force Majeure Event: has the meaning given to it in clause 14.1;

Goods: means the goods (or any part thereof) set out in the Order;

Goods Specification: means any specification for the Goods, including any relevant plans or drawings, that is agreed in writing by the Customer and the Supplier;

Intellectual Property Rights: patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms



of protection which subsist or will subsist now or in the future in any part of the world;

Order: means the Customer's order for the supply of Goods and/or Services, as set out in (i) the Customer's purchase order form; or (ii) the Customer's written acceptance of the Supplier's quotation, as the case may be;

Receiving Party: has the meaning given to it in clause 11.1;

RMA Policy: means the Supplier's policy and procedures for processing return of Goods as set out in clause 5.1;

Supplier: means UK Netcom Limited, a limited company incorporated and registered in England with company number 06451066, whose registered office is at Highfields House, 23 College Gardens, Shrewsbury, Shropshire, SY3 9BF;

Services: means the Professional services to be provided by the Supplier under the Contract as set out in the Service Specification;

Service Specification: the description or specification for Services agreed in writing by the Customer and the Supplier.

1.2 Construction. In these Conditions, the following rules apply:

1.2.1 A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality);

1.2.2 A reference to a party includes its successors or permitted assigns;

1.2.3 A reference to a statute or statutory provision is a reference to such statute or statutory provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted;

1.2.4 Any phrase introduced by the terms **including**, **include**, **in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms; and

1.2.5 A reference to **writing** or **written** includes e-mails, but not faxes.

2 - Basis of Contract

2.1 The Order constitutes an offer by the Customer to purchase Goods and/or Services from the Supplier in accordance with these Conditions.



2.2 The Order shall be deemed to be accepted on the earlier of:

2.2.1 The Supplier issuing written acceptance of the Order; or

2.2.2 Any act by the Supplier consistent with fulfilling the Order, at which point and on which date the Contract shall come into existence.

2.3 The Contract constitutes the entire agreement between the parties. The Customer acknowledges that it has not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of the Supplier which is not set out in the Contract.

2.4 Any samples, drawings, descriptive matter or advertising issued by the Supplier and any descriptions of the Goods or illustrations or descriptions of the Services contained in the Supplier's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract or have any contractual force.

2.5 These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

2.6 Any sales literature, price lists, quotation and other documents given by the Supplier shall not constitute an offer. A quotation is only valid for a period of 14 days from its date of issue.

2.7 All of these Conditions shall apply to the supply of both Goods and Services except where the application to one or the other is specified.

3 - Goods

3.1 The Goods are described in the Supplier's sales documentation as modified by any applicable Goods Specification.

3.2 The Goods will only be supplied in the minimum units (or multiples) stated in the Supplier's price list or in multiples of the sales order as specified.

3.3 The Supplier reserves the right to amend the Goods Specification if required by any applicable statutory or regulatory requirements or, where the Goods are to be supplied to the Seller's specification, which do not materially affect their quality or performance.

4 - Delivery of the Goods

4.1 The Supplier shall ensure that:



4.1.1 Each delivery of the Goods is accompanied by a delivery note which shows the date of the Order, all relevant Customer and Supplier reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable) and special storage instructions (if any); and

4.1.2 If the Supplier requires the Customer to return any packaging material to the Supplier, that fact is clearly stated on the delivery note. The Customer shall make any such packaging materials available for collection at such times as the Supplier shall reasonably request. Returns of packaging materials shall be at the Supplier's expense.

4.2 The Supplier shall deliver the Goods:

4.2.1 On the date specified in the Order or, if no such date is specified, within 90 days of the order (Delivery Date). The Delivery Date is approximate only and time for delivery shall not be of the essence unless previously agreed by the Supplier in writing. The Goods may be delivered by the Seller in advance of the Delivery Date upon giving reasonable notice to the Buyer; and

4.2.2 To the location set out in the Order or, if no such location is specified, the Supplier's premises (Delivery Location).

4.3 Delivery of Goods (HW): Delivery of Hardware Goods shall be completed on the Goods' arrival at the Delivery Location.

4.4. Delivery of Goods (Services): Upon completion of professional services work undertaken and any subsequent reports submitted (if applicable) the Customer shall highlight any issues within a 30 day period otherwise said 'services' will be deemed as completed, accepted & fulfilled.

4.5. Delivery of Goods (SW): Delivery of Software Goods (via e-mail licences) shall be completed on the Goods' arrival with the recipient at the Customer Delivery Location.

4.6 Any dates quoted for delivery of the Goods are approximate only, and the time of delivery is not of the essence. The Supplier shall not be liable for any delay in delivery of the Goods that is caused by a Force Majeure Event or the Customer's failure to provide the Supplier with adequate delivery instructions or any other instructions that are relevant to the supply of the Goods.

4.7 If the Customer fails to accept or take delivery of the Goods within 30 Business Days of the Supplier notifying the Customer that the Goods are ready, then except where such failure or delay is caused by a Force Majeure



Event or by the Supplier's failure to comply with its obligations under the Contract in respect of the Goods:

4.7.1 Delivery of the Goods shall be deemed to have been completed at 9.00 am on the second Business Day following the day on which the Supplier notified the Customer that the Goods were ready;

4.7.2 The Supplier shall store the Goods until delivery takes place and charge the Customer for all related costs and expenses (including insurance).

4.8 If 30 Business Days after the Supplier notified the Customer that the Goods were ready for delivery the Customer has not taken or accepted delivery of them, the Supplier may resell or otherwise dispose of part or all of the Goods and, after deducting reasonable storage and selling costs, account to the Customer for any excess over the price of the Goods or charge the Customer for any shortfall below the price of the Goods.

4.9 The Supplier may deliver the Goods by instalments, which shall be invoiced and paid for separately. Each instalment shall constitute a separate contract. Any delay in delivery or defect in an instalment shall not entitle the Customer to cancel any other instalment.

5 - Quality of the Goods and Returns

5.1 If on delivery:

5.1.1 The Goods, Services or associated reports generated from the Services engagement are defective in any material respect that is apparent from inspection, the Customer refuses delivery of such defective Goods, Services or reports and the Customer gives written notice of such defect within 30 Business Days of delivery;

5.1.2 Any Goods (Hardware) are defective in any material respect that is not apparent from inspection and the Customer gives written notice of such defect within 10 Business Days of becoming aware of such defect; or

5.1.3 The Customer signs for the delivery as "condition and contents unknown" and the Customer gives written notice of any material defect in the Goods to the Supplier within 30 Business Days of delivery,

The Customer shall notify the Supplier and the Supplier shall at its option: -

5.1.4 Use its best endeavours to replace such defective Goods or Services within 90 days of receiving the Customer's notice; or



5.1.5 Refund to the Customer the price of the defective Hardware Goods.

but the Supplier shall not have any further liability to the Customer in respect of such defective Goods (Hardware). If the Supplier agrees to replace the defective Hardware Goods in accordance with this clause 5.1, any replacement Hardware Goods will be supplied to the Customer on these Conditions.

5.2 The Customer shall not have the right to return Hardware Goods delivered in accordance with an order other than in the circumstances set out in clause 5.1 but the Supplier may at its discretion accept return of Hardware Goods by prior written agreement.

5.3 To the extent that the benefit of any warranties made by the manufacturer of the Hardware Goods to the Supplier can be assigned to the Customer these will be identified in the Goods Specification and/or Order and the Supplier shall assign them to the Customer on payment in full of all amounts invoiced by the Supplier to the Customer.

6 - Title and Risk

6.1 The risk in the Goods shall pass to the Customer on completion of delivery.

6.2 Title to the Goods shall not pass to the Customer until the Supplier receives payment in full (in cash or cleared funds) for the Goods and any other goods that the Supplier has supplied to the Customer in respect of which payment has become due, in which case title to the Goods shall pass at the time of payment of all such sums.

6.3 Until title to the Goods has passed to the Customer, the Customer shall:

6.3.1 Store the Goods separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property;

6.3.2 Not remove, deface or obscure any identifying mark or packaging on or relating to the Goods;

6.3.3 Maintain the Goods in satisfactory condition and keep them insured against all risks for their full price on the Supplier's behalf from the date of delivery;

6.3.4 Notify the Supplier immediately if it becomes subject to any of the events listed in clause 13.1.2 to clause 13.1.3 and



6.3.5 Give the Supplier such information relating to the Goods as the Supplier may require from time to time.

6.4 - Subject to clause 6.5 the Customer may resell or use the Goods in the ordinary course of its business (but not otherwise) before the Supplier receives payment for the Goods. However, if the Customer resells the Goods before that time:

6.4.1 It does so as principal and not as the Supplier's agent; and

6.4.2 Title to the Goods shall pass from the Supplier to the Customer immediately before the time at which resale by the Customer occurs.

6.5 If before title to the Goods passes to the Customer the Customer becomes subject to any of the events listed in clause 13.1.2 to clause 13.1.3, then, without limiting any other right or remedy the Supplier may have the Supplier may at any time:

(a) Require the Customer to deliver up all Goods in its possession which have not been resold, or irrevocably incorporated into another product; and

(b) If the Customer fails to do so promptly, enter any premises of the Customer or of any third party where the Goods are stored in order to recover them.

7 - Supply of Services

7.1 The Supplier shall provide the Services to the Customer in accordance with the Service Specification in all material respects.

7.2 The Supplier shall use all reasonable endeavours to meet any performance dates for the Services specified in the Order, but any such dates shall be estimates only and time shall not be of the essence for the performance of the Services.

7.3 In providing the Services, the Supplier shall:

7.3.1 Perform the Services with reasonable care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;

7.3.2 Use internal personnel or approved third party contractors who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with this Contract;



7.3.3 Observe all health and safety rules and regulations and any other security requirements that apply at any of the Customer's premises; and

7.3.4 Obtain and at all times maintain all necessary licences and consents and comply with all applicable laws and regulations.

7.3.5 Retain the customer data for a period of 6 months unless a longer retention period is required by legal, regulatory, or contractual obligations.

7.3.5.1 Types of Data: This applies to all types of data, including but not limited to:

- Customer information (unless deemed operationally required).
- Customer Operational data.
- Communication records (unless deemed operationally required).
- Customer System logs.
- Customer Wi-Fi Services Data (all digital data).
- Customer Wi-Fi Survey Information (all digital data).
- Third Party Wi-Fi Survey Information (all digital data).
- Customer Held Information (including Network Schematics, Plans, Reports & Site specific information).

Other Data not held within these categories are not subject to the clauses in 7.3.5.1 and may be kept for longer periods. All Customer Data will be removed upon written request. The customer has the right to request data to be held for longer periods, but this needs to be in writing before services are performed so a longer data retention period can be applied accordingly.

A periodic review of stored data shall be conducted to ensure compliance with this policy. Data that exceeds the Six (6) -month retention period and is not required for legal, regulatory, or business purposes shall be promptly identified for disposal.

7.4 The Supplier shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the Services, and the Supplier shall notify the Customer in any such event.

8 - Customers' Obligations

8.1 The Customer shall:

8.1.1. Ensure that the terms of the Order and the Goods Specification are complete and accurate;



8.1.2 Co-operate with the Supplier in all matters relating to the Services and highlight any issues within a 30 day period of completion of works undertaken;

8.1.3 Provide the Supplier, its employees, agents, consultants and subcontractors, with access to the Customer's premises, office accommodation and other facilities as reasonably required by the Supplier to provide the Services;

8.1.4 Provide the Supplier with such information and materials as the Supplier may reasonably require to supply the Services, and ensure that such information is accurate in all material respects;

8.1.5 Prepare the Customer's premises for the supply of the Services;

8.1.6 Obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start; and

8.1.7 Keep and maintain all materials, equipment, documents and other property of the Supplier at the Customer's premises in safe custody at its own risk and in good condition until returned to the Supplier, and not dispose of or use the Supplier's materials other than in accordance with the Supplier's written instructions or authorisation.

8.2. If the Supplier's performance of any of its obligations in respect of the Services is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (Customer Default):

8.2.1 The Supplier shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Customer remedies the Customer Default, and to rely on the Customer Default to relieve it from the performance of any of its obligations to the extent the Customer Default prevents or delays the Supplier's performance of any of its obligations;

8.2.2 The Supplier shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from the Supplier's failure or delay to perform any of its obligations as set out in this clause 8.2; and

8.2.3 The Customer shall reimburse the Supplier on written demand for any costs or losses sustained or incurred by the Supplier arising directly or indirectly from the Customer Default.



9 - Charges and Payment

9.1 The price for Goods shall be the price set out in the Order or, if no price is quoted, the price set out in the Supplier's published price list as at the date of delivery. Unless specified in the Order the price of the Goods is exclusive of all costs and charges of transport of the Goods, which shall be paid by the Customer when it pays for the Goods.

9.2 The charges for Services shall be on a time and materials basis:

9.2.1 The charges shall be calculated in accordance with the Supplier's standard daily fee rates published from time to time;

9.2.2 The Supplier's standard daily fee rates for each individual person are calculated on the basis of an eight-hour day from 8.30 am to 5.30 pm worked on Business Days;

9.2.3 The Supplier shall be entitled to charge an overtime rate of 150 per cent of the standard daily fee rate on a pro-rata basis for each part day or for any time worked by individuals whom it engages on the Services outside the hours referred to in clause 9.2.2; and

9.2.4 The Supplier shall be entitled to charge the Customer for any expenses reasonably incurred by the individuals whom the Supplier engages in connection with the Services including, but not limited to, travelling expenses, hotel costs, subsistence and any associated expenses, and for the cost of services provided by third parties and required by the Supplier for the performance of the Services, and for the cost of any materials.

9.3 The Supplier reserves the right to:

9.3.1 Increase its standard daily fee rates for the charges for the Services, provided that such charges cannot be increased more than once in any 6-month period. The Supplier will give the Customer written notice of any such increase one (1) month before the proposed date of the increase. If such increase is not acceptable to the Customer, it shall notify the Supplier in writing within 14 days of the date of the Supplier's notice and the Supplier shall have the right without limiting its other rights or remedies to terminate the Contract by giving 14 days written notice to the Customer; and

9.3.2 Increase the price of the Goods, by giving notice to the Customer at any time before delivery, to reflect any increase in the cost of the Goods to the Supplier that is due to: (a) any factor beyond the control of the Supplier (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs); (b) any request by the Customer to change



the delivery date(s), quantities or types of Goods ordered, or the Goods Specification; or (c) any delay caused by any instructions of the Customer in respect of the Goods or failure of the Customer to give the Supplier adequate or accurate information or instructions in respect of the Goods.

9.4 In respect of Goods and Services, the Supplier shall invoice the Customer on or at any time after completion of delivery of the Goods or otherwise on the basis specified in the Order.

9.5 The Customer shall pay each invoice submitted by the Supplier:

9.5.1 Within 30 days of the date of the invoice;

9.5.2 In Pound Sterling (GBP), US Dollars (USD) or Euro (EUR); and

9.5.3 In full and in cleared funds to a bank account nominated in writing by the Supplier, and time for payment shall be of the essence of the Contract.

9.6 All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable from time to time (VAT). Where any taxable supply for VAT purposes is made under the Contract by the Supplier to the Customer, the Customer shall, on receipt of a valid VAT invoice from the Supplier, pay to the Supplier such additional amounts in respect of VAT as are chargeable on the supply of the Services or Goods at the same time as payment is due for the supply of the Services or Goods.

9.7 If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 8% per annum above National Westminster Bank plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.

9.8 The Customer shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding except as required by law. The Supplier may, without limiting its other rights or remedies, set off any amount owing to it by the Customer against any amount payable by the Supplier to the Customer.

10 - Intellectual Property Rights

10.1 All Intellectual Property Rights in or arising out of or in connection with the Services shall be owned by the Supplier.



10.2 The Customer acknowledges that, in respect of any third party Intellectual Property Rights in the Services, the Customer's use of any such Intellectual Property Rights is conditional on the Supplier obtaining a written licence from the relevant licensor on such terms as will entitle the Supplier to license such rights to the Customer.

10.3 All Supplier Materials are the exclusive property of the Supplier.

10.4 All customer data will be deleted (unless commercially required) after a period of 6 months.

11 - Confidentiality

11.1 A party (**Receiving Party**) shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Receiving Party by the other party (**Disclosing Party**), its employees, agents or subcontractors, and any other confidential information concerning the Disclosing Party's business, its products and services which the Receiving Party may obtain.

11.2 The Receiving Party shall only disclose such confidential information to those of its employees, agents and subcontractors who need to know it for the purpose of discharging the Receiving Party's obligations under the Contract, and shall ensure that such employees, agents and subcontractors comply with the obligations set out in this clause as though they were a party to the Contract.

11.3 The Receiving Party may also disclose such of the Disclosing Party's confidential information as is required to be disclosed by law, any governmental or regulatory authority or by a court of competent jurisdiction. This clause 11 shall survive termination of the Contract.

12 - Limitation of Liability

12.1 Nothing in these Conditions shall limit or exclude the Supplier's liability for:

12.1.1 Death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;

12.1.2 Fraud or fraudulent misrepresentation; or

12.1.3 Any matter in respect of which it would be unlawful for the Supplier to exclude or restrict liability.

12.2 Subject to clause 12.1:



12.2.1 The Supplier (**UK Netcom Ltd**) shall under no circumstances whatever be liable to the Customer, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for: (a) Any loss of profit, revenue or anticipated savings; or (b) Any indirect or consequential loss arising under or in connection with the Contract; and

12.2.2 The Supplier's total liability to the Customer in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed an amount equivalent to the Contract value.

12.3 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and the terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

12.4 This clause 12 shall survive termination of the Contract.

13 - Termination

13.1 Without limiting its other rights or remedies, each party may terminate the Contract with immediate effect by giving written notice to the other party if:

13.1.1 The other party commits a material breach of its obligations under this Contract and (if such breach is remediable) fails to remedy that breach within 30 days after receipt of notice in writing to do so;

13.1.2 The other party ceases carrying on business in the normal course, or calls a meeting of its creditors or make a proposal for a voluntary arrangement within Part 1 of the Insolvency Act 1986 or for any other composition or scheme of arrangement with (or assignment for the benefit of) its creditors, or is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or if a trustee, receiver, administrative receiver or other similar officer is appointed or a meeting is convened for the purpose of considering a resolution for its winding up (other than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or it is the subject of an administration order; or

13.1.3 Any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 13.1.2; or



13.1.4 The other party suspends, threatens to suspend, ceases or threatens to cease to carry on, all or substantially the whole of its business.

13.2 If the Customer fails to pay any amount due under this Contract on the due date for payment, the Supplier may, without limiting its other rights or remedies:

13.2.1 suspend the supply of Services or all further deliveries of Goods under the Contract or any other contract between the Customer and the Supplier; or

13.2.2 terminate the Contract with immediate effect by giving written notice to the Customer.

13.3 If the Customer becomes subject to any of the events listed in clauses 13.1.2 and 13.1.3 or the Supplier reasonably believes that the Customer is about to become subject to any of them, the Supplier may, without limiting its other rights or remedies suspend the supply of Services or all further deliveries of Goods under the Contract or any other contract between the Customer and the Supplier.

13.4 On termination of the Contract for any reason:

13.4.1 The Customer shall immediately pay to the Supplier all of the Supplier's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has yet been submitted, the Supplier shall submit an invoice, which shall be payable by the Customer immediately on receipt;

13.4.2 The accrued rights and remedies of the parties as at termination shall not be affected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry; and

13.4.3 Clauses which expressly or by implication have effect after termination shall continue in full force and effect.

14 - Force Majeure

14.1 For the purposes of this Contract, **Force Majeure Event** means an event beyond the reasonable control of the Supplier including but not limited to strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.



14.2 The Supplier shall not be liable to the Customer as a result of any delay or failure to perform its obligations under this Contract as a result of a Force Majeure Event.

14.3 If the Force Majeure Event prevents the Supplier from providing any of the Services and/or Goods for more than 8 weeks, the Supplier shall, without limiting its other rights or remedies, have the right to terminate this Contract immediately by giving written notice to the Customer.

15 - General

15.1 Assignment.

15.1.1 The Supplier may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights or obligations under the Contract.

15.1.2 The Customer may not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with all or any of its rights or obligations under the Contract without the prior written consent of the Supplier.

15.2 Notices.

15.2.1 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its registered office (if it is a company) or its principal place of business (in any other case) or such other address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, or sent by pre-paid first class post or other next working day delivery service, commercial courier or email.

15.2.2 A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 15.2.1; if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by fax, one Business Day after transmission.

15.2.3. The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

15.3 Waiver. A waiver of any right or remedy under the Contract or law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any



right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

15.4 Severance. If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

15.5 No partnership or agency. Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, nor constitute either party the agent of the other for any purpose. Neither party shall have authority to act as agent for, or to bind, the other party in any way.

15.6 Third parties. A person who is not a party to the Contract shall not have any rights to enforce its terms.

15.7 Variation. Except as set out in these Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing and signed by the Supplier.

15.8 Governing law. The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with the laws of England.

15.9 Jurisdiction. Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

Returns and RMA Policy

Follow the 3-step process below to secure an advance replacement for your product where you are reporting a fault. If you wish to return products other than where there is a fault, please contact us for advice. The supply of the replacement products will be subject to UK Netcom's terms and conditions for the supply of goods and services.

1 - Contact UK Netcom Support: 01743 364162



Alternatively, you may email support@uknetcom.co.uk. You will need to provide us with a description of the product and model, product serial number, your contact information, fault description, and any reference number we may have provided you with.

2 - The UK Netcom Support Team will identify the cause of the problem.

A member of the UK Netcom Support Team will assist you in identifying the likely cause of the fault. Your fault will be logged and a Tech Case Number will be assigned to you. After which they will partially complete a unique RMA form and send a copy to you by email.

3 - Confirm your RMA request All that is required now, is for you to:

(a) fill in and sign the RMA form you have received and return it to us via support@uknetcom.co.uk; and

(b) Accept our RMA Terms and Conditions (as set out below).

We will send you an acknowledgement confirming receipt of the RMA form. If you are returning faulty products, we will send you a copy of the approved RMA form and shipping details indicating what products will be shipped and to which address within 72 hours of the acknowledgement.

No invoice will be generated against the reference number you supply.

It is your responsibility to return defective or un-used products to our office.

Advanced replacements will only be issued if the product is DOA and within 7 days of purchase for indoor and 15 days for outdoor products. Alternatively, advanced replacement support can be purchased through your Account Manager.

Products will ship out within 48 hours (2 business days) from the time the advance replacement submission request is received and the authorisation hold has been verified subject to UK Netcom's terms and conditions for the supply of goods and services if items are not in stock at the date the request is received.

Expedited shipping request does NOT expedite the processing time.

Once you have received the replacement product, the original non-working product must be returned to UK Netcom Ltd no later than the end of the 14th day, otherwise the authorisation hold captured for the product will be processed for the full amount. Any package received after the 14th day will be refused and all refund requests will be denied.

4 - Additional Information/Guidelines

UK Netcom Ltd, Highfields House, 23 College Gardens, Shrewsbury, Shropshire, SY3 9BF.



Set out below is some additional information and guidelines to help you complete the UK Netcom RMA process

4.1 Incomplete RMA request forms will delay processing time and may be returned.

4.2 Where an advance replacement is requested, a reference number/purchase order will be required. No request will be processed without these.

4.3 You are required to ensure that the faulty or un-used products are received at UK Netcom within 14 days of the RMA form being issued.

4.4 Failure to make available the faulty product for return to UK Netcom within the allotted period will result in an invoice being generated for the full amount of the advanced replacement item(s) and a potential loss of advanced replacement privileges to your account.

4.5 When returning goods, please enclose a copy of the approved RMA Request Form in the returning package

4.6 Write the RMA number clearly on the outside of each box (TECH XXXX).

4.7 Clearly identify that the item(s) returned is faulty.

4.8 Ensure only the product approved on the RMA request form is returned to UK Netcom. Serial numbers must match those on the form; Products not on the RMA form will be returned at your cost.

4.9 Products being returned to UK Netcom must be properly packaged (where possible use the original packaging or that of the replacement item).

4.10 Any goods with malicious damage or damage during transit due to inadequate packaging will not be credited. Static sensitive assemblies must be packaged within a static protective bag. Failure to properly package returning product will also void all warranty on that product as hidden damage may occur.

4.11 Where a product returned for repair is “Out of Warranty”, following initial inspection of the product, you will receive an estimate which will need to be approved in the form of a purchase order or signed quote before we can carry out any repair works.

4.12 Where a product returned for repair is determined as “No Fault Found”, you will be responsible for a Standard Evaluation Fee, which you can find here, of 2 hours labour per unit, plus return shipping costs.



4.13 RMA repair requests will be closed if UK Netcom does not receive the relevant product within 30 days.

4.14 Product must be complete.

4.15 Any damage to a product or missing components will not be repaired / replaced under warranty.

4.16 Our commitment to you is that by following the above guidelines we will ensure you receive replacement service parts and authorization to return goods for credits and repair quickly and efficiently.

4.17 There may be circumstances not covered by this document. In this event please do not hesitate to contact UK Netcom Technical Management to discuss your query in detail.