



PO Box 4901

LEEK

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## **BUSINESS TERMS & CONDITIONS**

Revised: July 2024

**Please read the following terms carefully. By purchasing any service from TBTEK you are agreeing to all of the following. Please contact us with any questions BEFORE purchasing. You will be provided with this document via email upon purchasing.**

### **1. READ AND ACKNOWLEDGE OUR OTHER TERMS & CONDITIONS**

Our General Terms & Conditions also apply to Business customers unless specifically stated otherwise and are addressed differently in this document. As well as this document, these need to be read and acknowledged. Proceeding with an order assumes acceptance of both documents. If you require the use of our Remote Support services, you must also read and acknowledge our Remote Support Terms & Conditions. All of our Terms & Conditions can be found [here](#).

### **2. PRICING & QUOTATIONS**

By requesting a quotation the customer agrees that this information is exclusively for their company and will not be disclosed externally. Pricing quotations once agreed to (via Email) are not subject to change other than in unforeseen circumstances relating to the quoted services, in which case this will be communicated. Pricing for routine scheduled work, including but not limited to Workstation Servicing and Backup Checks is subject to change, the amount and date of effect will be communicated within a reasonable notice period before the work has begun.

### **3. PAYMENT TERMS**

For business customers, device diagnosis fees are not required to be paid prior to work commencing and they will be instead added (if required) to the final invoice. Outstanding invoices from TBTEK are to be paid within 14 days of receipt unless otherwise specifically agreed. TBTEK reserves the right to refuse ongoing and further services if invoices are not paid on time.

#### **4. ON-SITE VISITS**

For work that requires an on-site visit, we will arrange a suitable time with the customer. We will endeavour to honour these arrangements however in the event of an emergency we may be unable to attend as planned. We would communicate this as early as possible. In these circumstances, unless stated otherwise, no refunds or discounts will be given and we will re-arrange another visit. For work that entails modifying the customer premises, for example: drilling holes or installing trunking, this will be discussed and cleared with the customer before work begins. Once certain modifications have been made, it may not be reasonably possible to completely restore things to their original form (e.g drilled holes); this is something the customer must consider prior to the work commencing.

#### **5. WARRANTY (BUSINESSES)**

For on-site work, customers have 7 days from work completion and/or installation to report any issues with said work. We will then remediate any issues deemed to be our fault, at no extra charge. After 7 days, any visits or additional equipment required will be chargeable. If possible we will opt to correct issues remotely. Supplied equipment such as Desktops, Routers etc. will have a 30 day warranty, from the day they were delivered to the customer and/or installed, unless stated otherwise. The warranty does not cover accidental damage or improper use entailing damage.

#### **6. CANCELLATION/RETURNS**

If the customer decides to cancel arranged project work after any equipment has been specifically ordered, we will attempt to return the equipment. In the event we are unable to complete a return, we will not be able to offer a refund. If we are successful in returning equipment, we will process a refund for the returned equipment, minus any restocking fee imposed by the supplier and an additional -10% for administration. If a customer cancels before any equipment was ordered then a full refund will be processed.

#### **7. POSTAGE OF ITEMS**

We can organise the delivery of certain equipment at the customer's request, via a postal service. Items will be appropriately packaged and protected however TBTEK is not liable for any damage or losses incurred.

#### **8. EXPECTED/PROJECTED PERFORMANCE DIFFERENCES**

When TBTEK provides performance figures in relation to a product/service (e.g Internet/Wi-Fi Speeds) this figure is an estimate based on standard factors and manufacturer information. It is NOT a guarantee. Actual performance of equipment will differ depending on the particular site/user environment.

## **9. RESPONSE TIME/TIMESCALES (BUSINESSES)**

For scheduled, arranged project/support work, we will follow agreed plans to the best of our ability, communicating otherwise. For unplanned, inadvertent work we will proceed with any availability we have. For this type of work, we cannot guarantee our availability.

**If you have any questions or concerns about any of the above terms, please contact us before purchasing our services.**