



Summary for Year 1 Maintenance Terms & Conditions

(Included with all new telephone system installations)

1. In the event of system failure due to faulty hardware, Lansafe will respond to the issue and replace all faulty components free of charge.
2. After the initial installation is complete the customer has a 5 day cooling off period to request any further programming or system changes which were not included in the initial installation.
3. Any programming or system changes done during the 5 day cooling off period are subject to Lansafe having remote access to the telephone system.
4. Maintenance cover is Monday to Friday 9am to 5pm and does not include weekends or bank holidays.
5. Lansafe do not accept responsibility for delays due to restrictions with site and system access.
6. Maintenance does not include system training and support outside the initial installation period.
7. Maintenance does not cover programming required due to issues caused by 3rd party access or fraud.
8. Maintenance does not cover damage caused by general wear and tear.
9. Maintenance only covers hardware purchased in the original quotation.
10. Lansafe do not accept liability for loss of business due to system downtime while repairs are being carried out.
11. Lansafe maintenance does not cover the cost of repairing damage to the equipment caused by: theft, fire, flood, accident, explosion or acts of God;
12. Maintenance cover is suspended in the event that the customer fails to comply with Lansafe's payment terms and conditions.
13. Lansafe may (without prejudice to any other right or remedy) where appropriate suspend or cancel the Services without penalty and with immediate effect.
14. Lansafe acknowledges that the customer possesses a valuable body of Confidential Information and that the customer may provide the Company with access to the Confidential Information in order that the Company can carry out the Services.
15. Maintenance automatically renews on the 12 month anniversary and is charged at 20% of the original RRP.