



2nd Floor
 145-157 St John Street
 London
 EC1V 4PY

Service Agreement

Agreement Details

Agreement No _____ Duration _____
 Quotation No _____ Installation Date _____

Customer Details

Customer Name _____	Contact Name _____
<u>Invoice Address</u>	<u>Installation Address</u>
Address (1) _____	Address (1) _____
Address (2) _____	Address (2) _____
Address (3) _____	Address (3) _____
Postcode _____	Postcode _____
Tel: _____	Tel: _____
Email: _____	Email: _____

Installation

Tec-View Basic Qty Screens _____
 Tec-View Interactive Qty Screens _____
 Tec-Print
 Tec-Remote
 Remote Access Authorised?

Chargeable Extras

	Total	_____
	+VAT	_____
	Total	_____

Payment Terms

1st Payment of £ _____ Due on _____ 200__ Followed by
 ___ monthly payments of £ _____ On _____ 200__ of each month
 Payment means Standing Order Monthly BACS Other (specify)
If Other, specify

Completion Checklist

Equipment Functional Test LAN Test
 Remote Access Test Training Provided

DECLARATION

I confirm the above produce has been installed to my satisfaction and has been left fully operational and that I am the customer or his/her authorised representative.

SIGNED _____ Date _____

Terms and Conditions

(these form part of your Service Agreement)

1 General

- 1.1 This service agreement is between the customer named overleaf hereafter referred to as the Service Receiver and Tecbridge Ltd, a UK Registered Limited Company.
- 1.2 This contract is subject to the laws of England

2 Particulars of Service

The Service Provider undertakes to provide an inclusive service to support Tec-View/Tec-View Interactive/Tec-Print according to the attached schedule. The service shall include

- 2.1 Loan of the equipment detailed on the attached schedule
- 2.2 Time-limited licence to use Tec-View Software for the duration of this agreement
- 2.3 One time installation of the equipment in the attached schedule
- 2.4 One time installation of software on the Service Receivers workstation(s)
- 2.5 On-going support to ensure the loaned equipment is maintained in a fully serviceable condition
- 2.6 On-Site fix/replace service
- 2.7 One time training session of 2 hours
- 2.8 Reasonable assistance to create an initial presentation from Service Receiver's supplied image files
- 2.9 Telephone support during normal business hours

3 Responsibilities of Service Receiver

- 3.1 The Service Receiver shall be responsible for the preparation of images and/or word and acrobat files, and for programming of the equipment in accordance with on-line help files, documentation and training. The Service Receiver is responsible for the quality, concurrency and legality of advertising material displayed or printed on the equipment.
- 3.2 The Service Receiver shall perform basic maintenance as detailed in documentation, on-line help files and training. The Service Receiver shall only use approved types of printer paper and manufacturers original ink cartridges.
- 3.3 The Service Receiver shall take reasonable care of equipment supplied.
- 3.4 The Service Receiver shall promptly notify the Service Provider of any damage or failure of equipment.
- 3.5 The Service Receiver shall not tamper, open, reverse engineer or otherwise interfere with the loaned equipment except as authorised by the Service Provider or as part of normal cleaning and maintenance.

4 Ownership

Title to the equipment on the attached schedule remains the property of Tecbridge Ltd at all times.

5 Liability

Tecbridge Ltd shall not be liable for consequential damages caused by the failure of equipment supplied by Tecbridge Ltd to function. Should Tecbridge equipment be subject to an outstanding major fault for longer than 24 hours, the Service Receiver may reduce the payment due under this agreement by an amount proportionate to the duration of the fault.

6 Right to assign

Tecbridge Ltd reserves the right at any time to assign the rights and/or obligations under this Agreement to any company, firm or person whatsoever, provided that such assignment will not serve to vary the Service Receivers rights under this Agreement.

7 Termination

This agreement shall remain in force for the duration mentioned overleaf from the date of the approval signature of the Service Receiver or his/her representative. This agreement may be terminated by

7.1 Termination by Service Receiver.

The Service Receiver may terminate this agreement by giving Tecbridge Ltd 14 days notice in writing at the address overleaf. All outstanding amounts due under this Agreement become payable immediately including those for any uncompleted service period.

7.2 Termination by Tecbridge Ltd

Tecbridge Ltd may terminate this agreement by giving Service Receiver 28 days notice in writing. The Service Receiver remains liable for payments for the service period up to the time of termination by Tecbridge Ltd

8 Payments

The Service Receiver shall make payments in accordance with the payment schedule overleaf. If the Service Receiver fails to make payments without good cause, and following reasonable attempts to secure payment, Tecbridge Ltd ultimately reserves the right to deem this Agreement terminated by the Service Receiver and invoke the terms contained in clause 7.1 above.

9 Removal of Equipment

On Completion or Termination of this agreement, Tecbridge Ltd will arrange for the un-installation and removal of all equipment on the attached schedule. Where it is inconvenient to totally remove an item of equipment, Tecbridge will offer to leave such an item in situ for a fee not more than half the original cost of the hardware. Tec-View and Tec-Print solutions are designed for minimum impact on shop and office premises. The repair and making good of any minor cosmetic damage incident on equipment removal is the responsibility of the Service Receiver.

10 Restrictions of Use

The Service Receiver undertakes to only use the equipment supplied by Tecbridge for the purpose of property advertising and promotion.

11 Access

The Service Receiver undertakes to provide reasonable access to Tecbridge Personnel for the purposes of installation, un-installation and maintenance. Tecbridge Ltd reserves the right to make reasonable charges for broken service appointments.

12 Vandalism and theft

The Service Receiver shall indemnify Tecbridge Ltd against loss or damage to equipment through vandalism and theft. Tecbridge will replace as necessary any equipment at cost, and charge the prevailing fitter rate for any restoration work required. Service Receivers are advised, but not required to insure against both equipment loss for the full cost of this Service Agreement.

13 Variation

The terms and conditions of this Service Agreement can only be varied by a Director of Tecbridge Ltd.

Schedule

Hardware

Software

Additional Network Components

Installation Accessories

Special installation Cables

PC Up-grade

Network Upgrade