

## Terms & Conditions of Quotation

- The above specification does not form any part of a contractual obligation until agreed by both parties.
- Prices quoted are valid for 30 days and supersede all previous quotations.
- Terms of payment – standard terms are 30% deposit with order, with the balance payable 7 days after invoice date. On occasion we may require a 50% deposit in cases of new businesses or where credit terms cannot be determined. The decision of a company director will be final in all cases with reference to deposits. Final invoices will be issued after completion of the installation.
- All goods remain the property of Daly Systems Ltd (Dalys) until paid for in full.
- We offer lease rental facilities, subject to acceptance. Any deposit will be returned to the customer as soon as the lease agreement has been signed and activated.
- Unless stated otherwise, cabling costs are not included and will be charged at Dalys' standard cabling rates. Details are available from the offices of Dalys. If installing to existing cabling, additional costs may be incurred if further cabling, repairs or parts are required. These will be added to the final invoice.
- Following acceptance of quote, should the order be cancelled or require a date amendment at the customers request, Dalys reserve the right to charge on the following scale. More than 7 days before installation date, up to 25% of order value; less than 7 days before installation date, up to 50% of order value. For Dalys Direct orders, please see the T&C's attached to the order form.
- It is the customer's responsibility to ensure that any contract for lines or billing, maintenance or system leasing and other related services are cancelled.
- Where lines are involved and ordered through Dalys, orders will be managed by our Projects Team. They will keep you informed of any delays or issues that may occur. New line provisions go through Openreach and we will manage the process for you, however we cannot be held responsible for their failure to deliver these services, numbers allocated and any consequential losses arising from the service, although we will always endeavour to ensure correct delivery of the goods and services ordered.
- User training – where ordered – will be carried out on a pre-arranged date. In the event that the trainer cannot complete the task due to customer staff related issues, such as, but not limited to, absence, meetings etc, additional days can be arranged at our standard charges.
- All installations carried out by Dalys require a minimum of two mains power outlets per cabinet. No costs are included in our proposal for supply of such facilities. It is the customers responsibility to inform Dalys of anything they believe may prevent or hinder Dalys from completing the quoted works.

- Should Dalys be unable to complete any works due to issues on or with a site for which Dalys have no responsibility, Dalys reserve the right to charge up to 50% of order value.
- Any installation at height will require a separate estimate of costs, for any access equipment.
- Dalys recommend the use of a UPS to assist with the continuity of service in the event that the site loses power. ISDN lines require termination on a powered system and service will be lost if there is a disruption to electrical supply. NB. The UPS quoted will be suitable for the equipment listed; Daly Systems Ltd will not accept liability for equipment failure should additional devices be attached to the UPS.
- Any customer accepting a quote for goods / services provided by Dalys agrees to be bound by the terms and conditions above.

### **For Daly Systems Maintenance Customers**

- Unless specifically requested to the contrary, all additional hardware purchased will be added to your current contract. The value of these additions will be calculated at the time of the annual renewal, and the total cost of the contract for the following and subsequent years will reflect the additional hardware covered.

### **For MyCalls customers**

- Dalys recommend that they supply and install a new PC for MyCalls use. It is the responsibility of the customer to provide a suitable physical location and all related network connections.
- In the event that a repeat visit is required due to lack of provision of the above, an additional site visit will be charged.
- MyCalls training and installation is allocated as a single task. Additional support is available from our Help Desk for up to three months after installation. For ongoing training and support we recommend a Help Desk and Remote Access Support Contract.
- MyCalls Software Update Support Contracts do not include site visits and re-installation to hardware in the event of a failure. Any site visits and reinstallation may be charged for at Dalys standard installation rates.