

TERMS AND CONDITIONS
ON-SITE SERVICE MAINTENANCE CONTRACT

Logicomm 2000 Ltd agree to supply Technical Maintenance to the Purchaser and the Purchaser agrees to take Logicomm 2000 Ltd Technical Maintenance subject to the Terms and Conditions contained in this Agreement.

1. This Agreement and the charges within shall be effective from the date it is signed on behalf of LOGICOMM 2000 Ltd and shall remain in force, except as stated, for a period twelve months. It may be terminated by either party giving six months written notice to the other, otherwise the Agreement will remain.
2. The charges listed on the Invoice are those currently in effect and are subject to change by LOGICOMM 2000 Ltd on the issue of three months written notice. In the event of any such change the Purchaser may terminate the Agreement on the effective date of the change, otherwise the change becomes effective.
3. LOGICOMM 2000 Ltd warrants that it will make good all adjustments and repairs, and supply parts necessary to maintain the equipment in good working order, provided that all such repairs and adjustments are carried out between 09.00 hours and 17.00 hours Monday-Thursday, 09.00 hours and 16.00 hours Friday, excluding Public Holidays and the Christmas Shutdown period. The Purchaser shall make the equipment available for such repairs and adjustments in a prompt manner in order for Engineer time to be efficient.
4. All Contracts are subject to annual payments in advance and Invoices are rendered a minimum of fourteen days prior to commencement date of any year, subject to conditions beyond the control or discretion of LOGICOMM 2000 Ltd.
5. During the period of the Agreement no other party shall make, or attempt to make, repairs or adjustments to the Equipment.
6. LOGICOMM 2000 Ltd shall not undertake to replace consumable items which include without limitation Ribbons, Type Elements, Platens, Toner Drums, Fuser Assemblies, Batteries and recorded Data, under this Agreement.
7. All Components and Parts required to be repaired or replaced due to inadequate operator maintenance, where applicable, including deliberate or accidental damage, or for other reasons than fair wear and tear, shall be paid for by the Purchaser in addition to the Standing Charge at the Company's then current prices.
8. No waiver, alteration or addition to this Agreement shall be valid unless made in writing and signed by The Management of LOGICOMM 2000 Ltd and the Purchaser.
9. LOGICOMM 2000 Ltd will use its best endeavours to respond to calls placed within eight working hours, subject to conditions beyond the control of LOGICOMM 2000 Ltd, excluding

Holidays. If for any reason LOGICOMM 2000 has to remove equipment from the Purchaser's premises, LOGICOMM 2000 Ltd will endeavour to provide replacement or loan, subject to availability.

10. LOGICOMM 2000 Ltd reserves the right to charge for the removal of Malware (Viruses & Spyware inclusive) and will charge at contract rate for the time taken to remove Malware.
11. LOGICOMM 2000 Ltd reserves the right to Sub-Contract all or part of this Contract.
12. LOGICOMM 2000 Ltd not accept abusive behaviour, whether verbal or physical. We reserve the right to terminate a contract with immediate effect when it has been deemed that this has taken place.
13. These conditions and all other express terms of the Contract shall be governed and construed in accordance with the laws of England.

September 2011