

## Maintenance Agreement Terms and Conditions

1. BCG (Retail) Ltd., (hereinafter referred to as the Company) agrees to maintain the equipment detailed in the schedule in good working order.
2. Excluded from this agreement are:
  - A. Damage caused by foreign objects dropped into the machine and/or printer.
  - B. Damage caused by fire, spillage of liquid, accident or mis-use or unauthorised accessories or attachments.
  - C. Damage caused by any repairs attempted or carried out by persons other than the Company's authorised representatives or agent.
  - D. Reprogramming due to electrical fault.
  - E. Damage caused by storm damage.
3. Repairs undertaken to rectify breakdowns at '2' above, will be charged at the Company's current rate at the time of repair.
4. The agreement shall include free call-outs and labour Monday to Friday 9am to 5pm excluding bank holidays. Discounted call-out and labour rates for out of hours support. See call-out section on our website for more information.
5. The services provided by this agreement shall include supply and fitting of parts, subject to availability, and subject to exclusions '2' above, such services shall not include complete over hauls or rebuilding.
6. The Company accepts no liability for consequential loss or damage arising from the equipment being out of order.
7. Loan equipment may be provided (free of charge) if it is necessary to bring the user's equipment into the Company's workshop for repairs to be carried out.
8. This agreement does not extend to the supply of consumable accessories (ribbons etc).
9. In the event of the equipment being moved from the location specified in the schedule, the User undertakes to notify the Company in writing, of the new location, in any case within one month.
10. This agreement shall be for the term of twelve months, from the date of commencement of the agreement and renewable annually after expiry until further notice of termination by either party giving one months' notice in writing.
11. No refunds will be given for termination of agreements.
12. This agreement is not transferable unless agreed in writing by the Company.
13. The Company will not be held responsible for any lost or corrupted software data that is not backed up.