



GENERAL TERMS AND CONDITIONS

- 1.0 Interlink-IT IT Interlink and ITTS are trading styles as part of IT Total Solutions LTD. All Business conducted is on behalf of IT Total Solutions LTD. ITTS refers to IT Total Solutions Limited within this and all documents.
2.0 Unless otherwise agreed in writing by IT Total Solutions, all services, hardware, software and any other equipment to be provided by IT Total Solutions will be provided subject to and in accordance with these terms and conditions, all other representations, terms, conditions and/or warranties, express or implied, are hereby excluded and negated.
2.1 All services to be provided by IT Total Solutions will be provided at the contract rate shown in the quotation (plus disbursements at cost); all costs and conditions are accurate at time of print and are subject to change without prior warning.
2.2 IT Total Solutions reserves the right to send substitute consultants / contractors or ITTS staff at any time in order to complete the project on time or to meet required levels of agreement.
2.3 IT Total Solutions will at all times be regarded as an external entity undertaking the project under a contract for products and/or services and shall not be under the day to day control of the clients company or staff and shall not be required to use your equipment unless otherwise agreed or to be under exclusive contract to you or to be regarded as part of the clients business.
2.4 All invoices are to be paid by the Customer within 14 days of the date of the invoice (the "due date"), unless otherwise agreed.
3.0 Where bespoke software & hardware has been supplied, the Customer shall supply to ITTS test data suitable to test all aspects of the software and ITTS shall process such data with the software by way of acceptance testing.
3.2 All software & Hardware that is developed by IT Total Solutions is owned by ITTS and its trading styles.
4.0 ITTS Agrees to attempt to rectify any logical defects in aspect of the clients IT infrastructure, but does not guarantee that all issues are "fixable".

business in time or finances for down time incurred by system problems. In the event of an unfixable problem it is the client's responsibility to seek assistance from other relevant parties to resolve these issues. ITTS are not responsible for maintaining "uptime" of any services.

- 4.1 ITTS are not required to attend any client site to fix or address any problems. ITTS attend client's site or premises by request only and are not bound to any form of response time.
4.2 The customer is responsible for ensuring that it has suitable back-ups for its computer systems and data, even if the systems are maintained by ITTS.
4.3 Work to servers and/or PC's will not be carried out unless it's the complete understanding of the client that ITTS are NOT responsible in any way for loss of data, And by agreeing to the terms set out in this document, wave the right to any legal action over loss or damage to equipment, Data or persons.
4.4 Anti-Virus / Spy ware software that is run on any client device is solely the client's responsibility to ensure that their systems are infection free.
4.5 Internet connectivity for voice and data services are all held with third party suppliers.
5.0 All Goods provided by ITTS will be sent at an acceptable quality.
5.1 IT Total Solutions shall be under no responsibility for maintaining the equipment supplied, unless stated under a support contract held with ITTS.

but no guarantees are made. Goods Imported must be paid for in full prior to ordering; all goods imported are done so by customer Request and any returns or maintenance is done by the client at the client's expense.

- 6.0 IT Total Solutions and the Customer shall keep confidential any information obtained from the other under the contract and shall not divulge the same to any third party without the consent in writing of the other party.
7.0 In the event of any breach of this Contract or the negligent installation of any equipment by IT Total Solutions, the remedies of the client shall be limited to damages, which shall not, under any circumstances exceed the original support contract cost or monthly retainer cost.
8.0 All work carried out by IT Total Solutions will be implemented as far as possible with tools and information available from hardware and software manufacturers, in line with industry recognitions.
9.0 ITTS reserve the right to terminate conversations by telephone, email or in person in the event of any ITTS staff or representative been subject to verbal abuse or hostile behaviour.
10.0 These terms and conditions and any contract between the parties shall be construed in accordance with, and governed in all respect by, English law, and the courts of England shall have jurisdiction to determine any dispute in relation to them.
By signing this document in conjunction to any leasing or hire agreements to agree to abide by the terms and conditions set out in this document and are deemed to have understood them.
11.0 All Goods remain the property of ITTS until paid for in full. ITTS is the legal owner of all supplied goods until payment is received and payment has cleared in full.

Name:
Signed:
For Client:
Date: