

PLEASE READ ALL NOTES ON THIS PAGE OF THE QUOTATION

IT IS YOUR RESPONSIBILITY TO ENSURE YOU HAVE READ, UNDERSTOOD & AGREE ALL DETAILS, TERMS & CONDITIONS ONLY THEN SHOULD YOU SIGN THIS QUOTATION

1. This Quotation is valid for 7 days and may be subject to change thereafter.
2. Upon receipt of the signed Quotation, prices will remain fixed for a further 28 days. Where the installation date is beyond this 28 days period, prices and specifications may vary due to fluctuations in the market.
3. All computers quoted above, depending on availability and any space restrictions you may have, will be from the following brands - Acer, Dell, Lenovo, Fujitsu or Hewlett Packard. Should you require a particular brand, please let us know in writing and we shall quote you accordingly.
4. The standard installation fee does not include additional services such as drilling holes in worktops.
5. If the installation is delayed above and beyond the details quoted, due to no fault of Micro Minder Ltd, the additional time will be chargeable.
6. If you have any third party software or hardware that may require reconfiguration or upgrading as a result of works completed within this Quotation, it shall be your responsibility to ensure payment for these third party works, whether by maintenance contract or individual payment.
7. Our normal working hours for installation are Monday through to Friday (excluding bank/public holidays applicable in each region) and from 09:00 through to 17:00.
8. The prices quoted above exclude EXACT licence costs.
9. If you decide not to proceed with the order following a site survey, a fee of £200.00 + VAT for this survey will be due.
10. A minimum deposit of 25% of the total amount (including VAT) is due with the order*.
11. Full and final payment must be received by Micro Minder Ltd NO LATER than 1 week before installation*. Micro Minder Ltd reserve the right to cancel your booked installation date if payment is not received.
12. Interest will be charged at 1% per month or part thereof on all overdue amounts.
13. I have had the Key Terms of Support explained to me, including exclusions and the added benefits of Premium Level.
14. Maintenance prices are reviewed every March and price changes are implemented on your support anniversary*.
15. Micro Minder Ltd are Gold Unity Partners supporting Bridge2Aid Reg'd Charity No.1092481. Micro Minder Ltd will automatically apply a £1 per month donation to your monthly subscription. You may OPT OUT by notifying: accounts@microminder.com.
16. It is your responsibility to ensure your Digital Imaging Supplier is advised of your Micro Minder Ltd installation date and to organise the configuration of existing Digital Imaging systems (hardware and software) with the newly installed computer hardware - this shall be at your own expense or via your existing support contract with this supplier.
17. Unless you opt for an IT support contract, we shall provide support & maintenance for 10 working days after the installation date. Thereafter, any support & maintenance provided by us will be chargeable. The monthly charges for Standard & Premium covers are listed within your Quotation. Should you choose to cancel your IT Support contract at any stage after 7 days from sending the Direct Debit mandate to us, notice of at least 30 days must be given. All computer hardware products sold by us carry a 12 months warranty from the manufacturer unless otherwise stated so, unless you have opted for an IT support contract,

during the manufacturer's warranty period you will be required to return any faulty item to them or to us (for onward forwarding to them), at your expense. They will then repair or replace at their discretion. Please note that faulty items being returned to the manufacturer need to be packed appropriately & be insured against damage in transit as the manufacturer will not repair/replace any faulty items that have been damaged.

18. Premium cover provides priority for all services - telephone support, remote dial-in & diagnosis and on-site service. When a screen or printer fails, a loan screen/printer is provided whilst the manufacturer is organising a repair or replacement.
19. By signing your quotation and/or your IT support contract proposal within, you are agreeing that you have read, understood and agree to all relevant terms and conditions pertaining to each relevant service.
20. All orders, IT support and Protective Services shall be subject to our standard terms and conditions, copy available on request.