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## Vidicode UK terms

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- All Vidicode UK products remain the property of Vidicode UK until paid in full
- Payment is due within 30 days of invoice after delivery of goods unless otherwise stated
- Systems can be rented on minimum term of 18 months thereafter terms are agreed on a case-by-case basis (12, 36, 60 and 72 months). These systems will be paid by Standing Order or Direct Debit.
- Additional charges apply for slow or differed payments terms: We apply a 5% uplift on unpaid bills within our agreed payment term deadlines. This would not be applied without informing you and is only applied for invoices not settled within 40 days
- All items are covered by a 12 month back to base manufacturer's warranty unless additional support contracts are taken out
- All effort will be taken to rectify faults quickly and effectively: We will reply to all raised issues within working 4 hours. In our experience 99% of all issues have been resolved within 48 hours as they have been user error rather than product faults. If product development is needed timelines to apply fixes range from days to weeks, we will liaise with all parties in the event and manage expectations accordingly
- Systems covered by relevant support covers benefit from:

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- Monday to Friday (0930 hours to 1630 hours, excluding UK holidays)
  - Remote support
  - Phone support
  - Software assurance
  - Software updates
  - Site visits if needed and where paid for
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- Hardware parts may be chargeable if hardware support is not included in your package.
  - Extended support can be taken, if clients prefer to have work done outside of normal working hours, such as software updates, moves and changes or licenses upgrades.
  - Sunrise Extended Cover (charged monthly)
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- Is an additional option to our standard support
  - Operates between 0700 hours 0930 hours
  - Email and remote desktop support service
  - Monday to Friday only
  - Excludes UK national holidays
  - Does not include onsite engineering support
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- Sunset Extended Cover (charged monthly)
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- Is an additional option to our standard support
  - Operates between 1800 hours 2030 hours
  - Email and remote desktop support service
  - Monday to Friday only
  - Excludes UK national holidays
  - Does not include onsite engineering support
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- Compulsory Applied Software Updates (charged monthly)
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- Applied quarterly
  - Must include Sunset Extended Support cover (if out of hours work is required)
  - Covers software updates of the recorder and its operating system
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- VAT is required for all sales
  - All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this Agreement.
  - Nothing in this Agreement limits or excludes the liability of Vidicode UK for:
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- death or personal injury resulting from its negligence; or
  - fraud or fraudulent misrepresentation.
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- Subject to the above Vidicode UK shall not under any circumstances whatsoever be liable for:
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- loss of profits; or
  - any special, indirect or consequential loss, costs, damages, charges or expenses; and
  - the Vidicode UK's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of this Agreement shall in all circumstances be limited to the amounts paid under the contract
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- Vidicode UK will not be liable for loss of service or data in any event or under any law
  - UK Law govern all sales and transactions
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