

Terms & Conditions

As part of the service delivery process SAXIS Group requires that a Statement of Work (SoW) documents be completed, agreed and approved by the customer. This is to ensure that the customer has the opportunity to define the tasks that they require SAXIS Group to undertake and the SAXIS Group consultant clearly understands what is expected of them.

If there is any dispute with regard to the work required in comparison to the work delivered, then the SoW document will be used as a guide. Any additional work requested, not included in the original SoW document will be accommodated within the same time-scale; if the consultant concludes that this is realistic to achieve. If not then a supplementary SoW document will be produced and a re-negotiated timescale/charge will be agreed. The SoW document forms the basis of the contract between the customer and SAXIS Group. SAXIS Group cannot be held accountable for what may have been implied, inferred or expected at the time if it is not included in the SoW documents.

We will match the most suitably qualified consultant available for each job; however we reserve the right to substitute the consultant at any time.

SAXIS Group commit to providing a resolution for both problem solving and installation work wherever possible within the time-scale quoted in the SOW document.

A standard working day is 7 hours, with typical hours of 9:00am - 5:00pm with 1 hour for lunch. Any variation to these times will be agreed in advance with the customer. No refund will be made for less than 7 hours delivered if the problem/installation has been completed within the time period quoted. Time spent over and above the standard working day will not be charged for up to a maximum of one hour. After this time a re-negotiated time-scale/charge will have to be agreed.

Work undertaken out of normal office hours, (9:00am - 5:00pm Monday to Friday), will be charged at 1.5 x the standard day rate up until midnight. After midnight will be charged at 2 x the standard day rate. For all work undertaken outside of normal office hours the minimum charge will be one day.

In performing its obligation under this contract, SAXIS Group shall exercise reasonable skill and care. SAXIS Group will not however be responsible for the suitability of products or service supplied, which is based upon information supplied by the customer or third parties. The responsibility for decisions taken on the basis of advice given by SAXIS Group will remain with the customer.

Data backup is the sole responsibility of the customer. Backup software and hardware installed by SAXIS Group will be subjected to a basis test procedure, however, SAXIS Group cannot be held responsible for the performance of any equipment, procedures, software or viability of backup data. Prior to SAXIS Group attempting any work, backups of systems must be performed and verified by the customer. In the event SAXIS Group are in a position to work on a system which has not been backed-up or backups have proven unreliable, then such work undertaken at the request of the customer is conducted on the understanding that SAXIS Group will not be liable for any issues that may arise such as hardware failures, software issues or loss of data.

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Any consultancy work undertaken by SAXIS Group does not entitle the customer to unlimited technical support after the completion of the work. SAXIS Group will provide remote support on the consultancy work delivered, for up to ten working days after the completion of the work. After this period any additional requests for support will be treated as a separate issue and a quotation for the support will be provided on request.

Two working days notice is required to cancel scheduled work; otherwise a charge will be made to your account for the full amount of time scheduled.

Delays by the customer or third parties will incur a charge against your account for any additional work required and a re-negotiated time-scale/charge will have to be agreed.

All prices quoted include all expenses incurred by SAXIS Group. In some circumstances it may be necessary for SAXIS Group to charge for additional expenses. These will be negotiated on an individual basis and agreed with the customer in advance.

The consultant who is undertaking the work is not authorised to handle any renegotiations on behalf of SAXIS Group, all re-negotiations must be with your Account Manager.

Qualification for the seminar free product quarterly draw will only be provided on submission of a fully completed and accurate survey form, attendance of the seminar and submission of a fully completed and accurate seminar feedback form.

All prices quoted are in pounds sterling and exclude V.A.T., which will be charged at the appropriate rate.

Payment including V.A.T. is required prior to commencement of any support services.

Payment including V.A.T. is required within 30 days of receiving all other goods and services.

All prices are valid for 30 days, unless specifically stated in the SAXI Group quote, which then must be re-validated by SAXIS Group in writing.

SAXIS Group will make a donation of £20 to NHS Charities, for any quote request received before 30th June 2023, up to a maximum donation of £1000.

Errors & Omissions Excepted.

PAGE 2/2

SAXIS Group

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