

Infinity (Incorporating):
Infinity System Solutions Ltd
Infinity Network Solutions Ltd

Hardware Contract Terms and conditions relating to
‘customer agreement’

1. Support

1.1 Unless agreed otherwise in writing, Support shall only be available to the Customer during Working Hours.

2. Service Levels and Service Credits

2.1 The Service Schedule will set out the Service Levels (if any) which apply to Infinity supply and the availability of the relevant Services and Support provided to the customer.

2.2 The Customer shall promptly notify Infinity of any Service Fault and provide such information as Infinity may be required to investigate the problem and any request other assistance. Infinity shall have no liability for any faults, down-time or interruptions to Services which originate from Customer Premises Equipment not originally supplied by Infinity.

2.3 All Service Faults that are logged with Infinity will be investigated. If it is discovered that no fault can be found or such fault originates from Customer Premises Equipment, Infinity reserves the right to charge the Customer for the time, materials and expenses incurred in relation to the investigation (including for any site visits).

2.4 Support is offered on a remote basis unless otherwise stated.

2.5 Infinity offer on-site support on a chargeable basis; this charge based on the hardware maintained and level of response required by the customer. This fee will be agreed in writing at the point of support agreement.

3. Hardware Provision including ‘Special Offers’

3.1 ‘Special Offers’ displayed on our website are subject to a minimum 28 quarterly payments unless otherwise stated or confirmed on the sales order.

3.2 These offers can be withdrawn at any time by Infinity prior to installation.

3.3 An advance deposit will be payable in relation to any hardware installation unless stated otherwise on the order form. The deposit amount is variable dependant on the scope of the works / items we supply but will usually equal the periodic leasing charge agreed, if the amount is different this will be stated on the deposit payment method.

3.4 Special Offers are subject to customers passing a satisfactory credit check; this will be conducted by a third-party organisation. Approval and acceptance of our offer by the customer will often lead to a separate leasing agreement via one of our funding partners. This agreement will form part of the advertised monthly cost and confirmed by way of a signed agreement prior to installation.