



DHTech / Netsimplicity  
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## Terms and Conditions

Updated: 02/01/2024

### 1) General

Quotations and proposals are valid for 30 days from date shown. If products within the proposal are not available at the price quoted or at the time of installation, you will be notified of an alternative product along with any cost change.

On acceptance of the quotation we will invoice an agreed deposit with order. Then invoice the remaining quotation up to 90% of the total value before the main system is delivered to site, this may be invoiced in one or multiple invoices depending duration of the project.

On practical completion and to the customer's satisfaction, we will invoice the final 10% of the project value and any other changes or variations to the project.

Wireless, Wi-Fi products that rely on no physical connection may require additional relay points or boosters to be installed, there will be an additional charge for these items and the labour associated. These items will only be known at the later stages of the project during commissioning on site.

Our quotes do not imply that any TV, Satellite, Media Players, Network or Telephone system is free from interference, corruption or is compatible with our system. We can take no responsibility for cable infrastructure, services or equipment supplied and installed by others.

Network installation refers to the infrastructure only and does not include any set up or configuration of your own computers, laptops or other network devices.

We will whilst on site be happy to assist, but any specific visit will be chargeable.

### 2) Reservation of title and Insurance of goods

Legal title of all goods supplied by DHTech / Netsimplicity shall not pass to the purchaser or user until payment of the whole purchase price and any other sums outstanding whatsoever have been received in full by DHTech / Netsimplicity.

Insurance and responsibility will pass to the purchaser or purchasers site agent upon delivery to site.

### **3) Payment**

Full payment of the invoice is required on the completion of the works, terms are zero days, DHTech / Netsimplicity offers no payment terms.

Payment is accepted by Cheque, Cash or Bank Transfer. All goods remain the property of DHTech / Netsimplicity until payment is cleared in full.

Staged payments will be acceptable for prolonged project durations with agreement with Digital Home Technology and the purchaser.

DHTech / Netsimplicity is entitled to charge interest on any overdue amounts charged at a rate of 5% above the base rate of the company's bank. This can be implemented and backdated on any overdue amounts.

### **4) Delivery**

Every effort will be made to adhere to agreed delivery and installation dates; however, DHTech / Netsimplicity is not liable to compensate the customer or third party for claims occasioned by delays in completing an order or whilst in transit.

### **5) Pricing**

If, for any reason beyond the Company's reasonable control, the Company is unable to supply a particular item at the original price quoted, the Company will notify the Customer. With the agreement of the Customer the Company will replace it with an item of similar or superior standard and value.

### **6) Interpretation**

All contracts to which these conditions apply shall be governed by and in accordance with English law and the purchaser irrevocably submits to the exclusive jurisdiction of the English courts.

### **7) Cancellation**

The Customer has the right to cancel this contract within 7 days. If however, any work has commenced in this time and before the customer serves cancellation, the Company reserves the right to bill for any work carried out up to the point of cancellation or any re-stocking charge.

### **8) Special Order / Non-Stocked Items**

Equipment that requires special order and/or specification are non-returnable and must be paid for by the customer unless deemed to be faulty or not fit for purpose.

### **Our commitment**

It is DHTech / Netsimplicity full intention to provide a service second to none. If you have any comments, complaints or suggestions, please contact us and we will assist in any way we can.