

# >> Churchill I.T. Consultancy & Design

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## CICD Terms and Conditions of Business

1. Whilst computer hardware (or other possessions) of a client are being transported or stored by CICD, it is the responsibility of the client to make sure that the goods are adequately insured. CICD will ensure that all equipment is stored in an adequately secure place at all times. This may mean that the client has to notify their insurance company in some instances.
2. Computers and their individual parts are complex mechanical and electronic machines – they cannot be expected to last forever or never fail. It is quite possible for CICD to take in a computer (or other device) to solve one problem only to find that another problem is found or has started since CICD had taken over the hardware – in this case it is no fault of CICD and the client will be advised of the possible courses of action.
3. Clients are responsible for their own data – it goes without saying that all important data on computers should be backed up frequently (especially in a business situation). CICD will assume that all important data has been backed up sufficiently before work is to be carried out, unless specifically told by the customer. If CICD is asked to, it will take precautions to make sure that the data is safe and the time (and perhaps hardware costs) to do this will be charged to the client. (Remember that address books and e-mail program data is often stored in 'obscure' places by the Windows operating system.)
4. Virus software is also a must nowadays for all computer systems (especially those connected to the Internet). Some communication between CICD and clients is by e-mail, which poses a virus threat to both CICD and the client – CICD will take reasonable precautions not to spread viruses to its clients, however, it cannot be held responsible if a virus is leaked. See point 3 for information about backing-up.
5. CICD is not Value Added Tax (VAT) registered and, as such, its customers do not have to pay VAT on labour that is charged for. Goods which are purchased by CICD on behalf of its customers will almost always have VAT added by CICD's suppliers. Copies of receipts are available for tax purposes if CICD's customers wish to claim back tax.
6. CICD reserves the right, unless the client has stated otherwise, to increase the final amount charged from a quote by up to 10% without notifying the client. This would only be in abnormal situations such as when a part has changed in price or unexpected remedial work is needed. The computer industry is very volatile and part prices are known to fluctuate unexpectedly. If the price is to change above 10% the client will be notified first.
7. It will be assumed, unless otherwise stated, that all people in a company/group have the authority to order goods and services from CICD. All invoices will still be sent to the nominated person in the company/group.
8. All invoices should be paid in full by 14 days after the invoice date (top right hand corner of the invoice) unless a special arrangement has been made and both parties have been notified in writing. Cheques should be made payable to "Mr S P Churchill" and sent to the address shown on the invoice if not by hand.
9. CICD is registered with the Data Protection Act and holds certain relevant data about clients. Under the rules of this Act a client is allowed to see all the data held about them on another company's computer system. If a client of CICD would like to see this information in full there will be an administration charge of £10.00. This small admin charge is clearly specified in the rules of the Data Protection Act.
10. No guarantee is given on any software or hardware solution which is provided by CICD unless otherwise stated in writing. All warranties given by manufacturers of parts supplied are possibly transferable depending on their conditions.