



Complex IT Problems, Simply Solved

Terms & Conditions

As part of the service delivery process SNS 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 SNS to undertake and the SNS 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 time-scale/charge will be agreed. The SOW document forms the basis of the contract between the customer and SNS. SNS 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 and consultant at any time.

SNS 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, SNS shall exercise reasonable skill and care. SNS 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 SNS will remain with the customer.

Data backup is the sole responsibility of the customer. Backup software and hardware installed by SNS will be subjected to a basis test procedure, however SNS cannot be held responsible for the performance of any equipment, procedures, software or viability of backup data. Prior to SNS attempting any work, backups of systems must be performed and verified by the customer. In the event SNS 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 SNS 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 SNS does not entitle the customer to unlimited technical support after the completion of the work. SNS 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 SNS. In some circumstances it may be necessary for SNS 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 re-negotiations on behalf of SNS, 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, which then must be re-validated by SNS in writing.

Errors & Omissions Expected.

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