

Terms and Conditions

This agreement is made between the Customer named on the Sales & Service Agreement and Jordan Woods Group Limited.

Jordan Woods Group Limited is incorporated and registered in England (Company No. 12094258) with its registered office at Sterling House, Fulbourne Road, Walthamstow, London, E17 4EE. The Customer enters into this agreement for the hire of equipment and the provision of services as set out below.

1. The Agreement

1.1 We hire, and you take on hire, the products for use in your business under these Terms and Conditions.

1.2 The agreement starts on the date it is signed by us ("Start Date"). Initial fees are payable on the Start Date.

1.3 To terminate the agreement at the end of the minimum term, you must give at least 90 days' written notice to us at the address above.

1.4 If no valid notice is given, the agreement will automatically renew for successive 12-month periods until terminated in accordance with these terms.

1.5 You must inspect the products on delivery and notify us in writing within 5 working days of any defects or non-conformity. Failure to do so will constitute acceptance of the products.

1.6 We will use reasonable endeavours to arrange delivery and installation within 5 working days. Cancellations made with less than 48 hours' notice may incur a rebooking charge of £250 + VAT, plus technician time, up to £350 + VAT.

1.7 The minimum term is 60 months, unless otherwise agreed in writing. Contracts

2. Servicing and Reliability

2.1 We will service the equipment for the duration of the financial agreement, unless stated otherwise.

2.2 We will maintain the equipment in the event of a fault, provided it has been used correctly and the issue is not IT-related.

2.3 Replacement parts are included, excluding staples, paper, and waste toner containers, unless stated otherwise.

2.4 Toner is included up to 6% coverage, unless stated otherwise.

2.5 If the equipment fails to meet the manufacturer's standards and this is confirmed by our technicians, we will replace it with a similar model, provided:

- the equipment has been serviced by us;
- the fault is not due to misuse;
- all invoices are paid; and
- no exclusions apply under Clause 3.

2.6 Service calls are attended during normal business hours (9am–5pm, Monday to Friday, excluding public holidays), unless otherwise agreed.

3. Exclusions

Our service does not cover faults or issues arising from:

- 3.1 Moving or dismantling the equipment without our prior authorisation.
- 3.2 Changes to the operating environment.
- 3.3 Use of third-party consumables or supplies.
- 3.4 Accidental deletion or corruption of data.
- 3.5 Changes to internet provider after installation.

4. Installation and Network Charges

4.1 A minimum delivery charge of £195 + VAT per device applies and may increase depending on mileage, unless agreed in writing.

4.2 Where equipment is connected to your IT network, we may charge up to £15 + VAT per device per month for Network Support, unless agreed otherwise.

4.3 Additional peripherals requested will be charged at the cost of the equipment plus installation.

5. Your Obligations

You agree to:

5.1 Provide meter readings within 3 working days of request. If not provided, usage may be estimated.

5.2 Allow reasonable access for inspection and servicing.

5.3 Ensure the equipment is accessible and used in line with manufacturer recommendations.

5.4 Notify us in writing before relocating the equipment. If you relocate it yourself, you accept full responsibility for any damage or loss of connectivity.

5.5 Continue to meet your obligations even if the equipment is lost, damaged, stolen, or no longer in use.

6. Payments and Charges

6.1 Service invoices are payable within 14 days of the invoice date.

6.2 Hardware invoices are payable within 7 days.

6.3 Late payment may result in suspension of services and statutory interest and recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.

6.4 Toner is chargeable at the standard rate unless stated otherwise.

6.5 Charges apply for damage caused by misuse or negligence.

6.6 Charges apply for work required due to operating system changes or upgrades.

6.7 Staples, paper, waste toner, and other consumables are chargeable unless stated otherwise.

6.8 Where equipment includes a hard drive, a charge of £150 + VAT applies for removal, destruction, and replacement upon collection.

6.9 Print costs are charged per colour (CMYK) per single-sided A4 page. Larger prints may be charged as two prints.

6.10 A minimum monthly charge of £20 + VAT per device applies if usage falls below this level.

6.11 Where payment is not made by Direct Debit, an administration fee of £10 + VAT per month will apply.

7. Termination

7.1 Early termination requires unused consumables to be returned at your expense.

7.2 Failure to return consumables within 5 working days may result in additional charges.

7.3 A service charge of 75%, based on the last six months' average usage or the contractual minimum (whichever is higher), is payable within 7 days.

7.4 Collection is charged at £195 + VAT per device, with optional data cleansing at £150 + VAT per device.

8. Additional Clauses

8.1 The signatory confirms they are authorised and responsible for compliance with this agreement.

8.2 Changes to this agreement are only valid if approved in writing by a Director of Jordan Woods Group Limited.

8.3 This agreement is confidential between both parties.

8.4 No third-party software or applications may be installed without our prior written consent.

8.5 If you cancel, terminate, or seek to withdraw from this agreement after signature and prior to delivery or installation of the equipment, you shall immediately pay, as a genuine pre-estimate of loss, the greater of:

(a) six (6) quarterly rentals under this agreement (equivalent to 18 months' charges); or (b) 50% of the recommended retail price or purchase cost of the equipment ordered, plus any applicable manufacturer or distributor restocking fees and all costs incurred by us in ordering, allocating, or preparing the equipment. You acknowledge that the equipment is procured in reliance on this agreement and that these charges are reasonable and proportionate. No cancellation shall take effect until all sums due under this clause have been paid in cleared funds.

8.6 Annual price increases of up to 15% may apply. Where a higher increase is required, 30 days' written notice will be provided.

8.7 Disclosure of this agreement to competitors may result in charges for loss of potential earnings.

8.8 Additional copies of this agreement are charged at £20 + VAT.

8.9 Prints exceeding agreed allowances will be charged at the agreed rate.

8.10 You must ensure the equipment for its full replacement value and provide evidence on request.

8.11 Only Jordan Woods Group Limited or its authorised representatives may service or repair the equipment.

8.12 You must not assign, transfer, or sublet the equipment without our prior written consent.

8.13 We accept no responsibility for hardware or software not supplied by us.

8.14 All replaced parts remain the property of Jordan Woods Group Limited.

8.15 We accept no responsibility for data stored on equipment hard drives at contract end or upon return.

9. Rights and Duties

You may not transfer your rights or obligations under this agreement without our prior written consent. We may transfer or delegate our rights and obligations while remaining responsible for their performance.

10. Governing Law and Jurisdiction

This agreement and any non-contractual obligations arising from it are governed by English law and subject to the exclusive jurisdiction of the English Courts.