

Applied Business Computers Limited

Terms & Conditions for Greentree Software

Standard Terms and Conditions

Applied Business Computers (Applied Business) is committed to total project success and customer satisfaction. It is our hope an expectation that all customers will become strong advocates and active reference sites for our business.

- Finance - Software orders when financed require project signoff in advance (effectively instructing the leasing company to pay us 100% deposit).
- Software orders when invoiced direct require an initial payment of 50% with order and the balance **prior** to the agreed date of delivery or on date of invoice.
- Charge Rate – For Customers with a valid support contract the hourly rate is £95 per hour (£760 per day).
- Contracts will be renewed automatically each year unless you submit in writing, three months in advance that you no longer require support.
- ABC Telephone Support - Telephone support is unlimited Monday to Friday 9:00am - 5:30pm (except for Bank Holidays and Holidays).
 - **Option 1:** 10% software value per annum – most off-site support is included free of charge including the installation of up to two main software updates per annum
 - **Option 2:** 5% software value per annum - all off-site incidents up to 15 minutes are without charge. However, remote dial-in support for incidents taking more than 15 minutes will generally be charged for at our standard hourly rate and all software update installations are chargeable.

All other consultancy and development services will be chargeable for on a time and materials basis.

- Software Annual Maintenance Contract - This Contract entitles you to software updates, patches and an on-going license to use the software. This is renewed automatically each year on your behalf unless you submit in writing, three months in advance that you no longer wish to continue.
- Travel & Expenses – All quotations and estimates provided are exclusive of any travel or out of pocket expenses. Expenses will be invoiced separately as incurred.