

Applied Business Computers Limited Terms & Conditions

For Pegasus 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 £80 per hour (£640 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).
 - 10% software list price per annum – most off-site support is included free of charge including the installation of up to two main software updates per annum

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.