

Software Support and Hardware Maintenance - Terms and Conditions.

1. Chronicle Computing Ltd will enter into a Software Licence / Support & Hardware Maintenance agreement with the Customer.
2. All additional software licenses and hardware purchased for use with this system will be added to the agreement and charged at the quoted or appropriate rate.
3. The software is licensed to the Customer and not sold. Therefore, a software and hardware license must be valid for continued use of the software and hardware supplied by Chronicle Computing Ltd.
4. The support desk, for logging of Support Calls / Hardware Maintenance faults is open from 09:00 am to 18:00 pm Monday to Friday, with the exception of Public Holidays and any other days/times as designated by Chronicle Computing Ltd.
5. On-site maintenance will only be carried out 9:00 am to 5:00 pm Monday to Friday, with the exception of Public Holidays and any other days/times as designated by Chronicle Computing Ltd unless covered by an additional specific agreement. A guaranteed 7-day response time is given.
6. For hardware maintenance problems not fixed either by telephone or remote support an engineer will attend site. A guaranteed 7-day response time is given.
7. Support will only be provided to customers who have paid for Software Licence / Hardware Maintenance agreements for the year in which the support / maintenance is needed. For each year in which Software Licence and Hardware Maintenance agreements are both valid and neither have fallen into arrears at any point, one free maintenance visit is available upon request for Access Control customers.
8. Failure, by the Customer to pay the annual charge within 14 days of the invoice being sent will result in the software / hardware ceasing to be covered for support or maintenance by Chronicle Computing Ltd until balance is paid.
9. Support will only be provided to customers who have paid their software licence.
10. This agreement is subject to an annual review and Chronicle Computing Ltd reserve the right to increase the annual charge to take into consideration increased costs of maintaining the agreement.
11. The Customer is entitled to the latest upgraded software release, as covered by the Support & Hardware Maintenance agreement.
12. The Hardware Maintenance agreement is not transferable.
13. Should another party purchase the hardware, then that party will have to enter into a new Hardware Maintenance agreement with Chronicle Computing Ltd before any maintenance can be carried out on the hardware.
14. Monies paid by the previous customer for Hardware Maintenance will not be taken into account.
15. The Software Licence / Hardware Maintenance agreement will automatically roll from year to year unless cancelled or reassigned by Chronicle Computing Ltd or by the Customer.
16. Chronicle Computing Ltd reserve the right to cancel the Hardware Maintenance & Software Licence Agreement with 6 months notice. Any monies paid by the Customer for support and maintenance past the cancellation date will be reimbursed.
17. The Customer is required to give Chronicle Computing Ltd a minimum of 6 months notice for cancellation of this support agreement.
18. Cancellation will only be accepted once the Customer has notified Chronicle Computing Ltd of their intention to cancel in writing upon delivery to Chronicle.
19. Should the Customer cancel and subsequently wish to reinstate a Software Support License / Hardware Maintenance agreement, all monies, which would have been due from the time of the previous cancellation to the time of reinstatement will fall due. An administration charge of £95.00 will also be applied.
20. Reinstatement of a lapsed Hardware Maintenance agreement will only be accepted by Chronicle Computing Ltd after an initial inspection of the hardware has been carried out. This inspection may incur an inspection call-out charge.
21. Hardware covered by the Hardware Maintenance agreement must not be tampered with in any way or relocated under any circumstances. Should this occur then the existing Hardware Maintenance agreement will become immediately invalid, with no refund of any monies paid for the existing years maintenance. Only Chronicle Computing Ltd representatives are authorised to work on or relocate any hardware.
22. Hardware must not be located in unsuitable areas or environments which may cause damage over a prolonged period.
23. Vandalised and subsequently repaired hardware will no longer be covered under the existing Hardware Maintenance agreement unless otherwise agreed by Chronicle Computing Ltd. There will be no refund of monies paid for the existing year's maintenance.
24. Unnecessary hardware maintenance call-outs will be subject to a call-out charge at the current standard day rate.
25. Maintenance includes: Repair or replacement of faulty hardware and a call-out to assess damaged hardware. If the fault is deemed to be due to any improper use or vandalism the standard engineer labour day rate will apply to both the call out and any repairs/replacements.
26. It is the customer's responsibility to provide parking when requesting the onsite assistance of a Chronicle Engineer.