



## TERMS & CONDITIONS OF PURCHASING PRODUCTS AND SERVICES FROM TUCASI LIMITED

- Once an order is confirmed with Tucasi in writing (letter, fax or e-mail) by the customer, the order becomes binding upon both parties.
- Tucasi will invoice the customer the agreed amount due for immediate payment. Tucasi will provide the ordered software, ship hardware included in the order and create customer accounts within the Tucasi systems.
- Tucasi will also contact the customer to arrange a suitable and convenient date with the customer for training on the purchased software modules. This will be confirmed in writing and will then be binding upon both parties.
- If the customer subsequently cancels a new order for any reason after confirming the order, the software licence costs and the first year of Annual Maintenance will still be payable for that order.
- Unused hardware included in the order may be returned in its original packaging within 1 month but a restocking fee will apply which will be equivalent to 25% of the hardware price originally charged.
- Annual Maintenance contracts will renew annually on the anniversary of the original order and if a customer wishes to cease the contract renewal process, written notice needs to be given to Tucasi Limited at least 30 days before the contract is due to renew, otherwise the contract will automatically renew and the value of the service become due. All cancellations need to be confirmed in writing to [cancellations@tucasi.com](mailto:cancellations@tucasi.com).
- Once training is confirmed, the following charges will apply for any Tucasi training session cancelled by the customer.

Cancellation received more than 24 hours before the training date and a new date booked within 3 months	25% re-booking fee
Cancellation received 24 hours or less before the training date and a new date booked within 3 months	50% re-booking fee
Cancellation received with or without prior notice and a new date not booked within 3 months	100% value of training

*\*£50.00 postponement/cancellation fee is applicable for training offered free of charge as part of a multi-module deal.*

- In the event of postponement/cancellation of training by Tucasi Limited, Tucasi will aim to inform all participants at least one week prior to the scheduled training date.
- All training postponements/cancellations must be notified via email to [training@tucasi.com](mailto:training@tucasi.com)
- Further information can be found in the End User Licence Agreement (EULA) within the software.

**Tucasi Limited January 2022**

**Tucasi Ltd**

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