



THE FRANKING MACHINE COMPANY SUPPLIES LIMITED
 130 St. Marys Road, Liverpool, L19 2JG, Telephone: 0151 494 2525 Fax: 0151
 494 1221
service@franking.com



CUSTOMER REF:

SOFTWARE ASSURANCE AGREEMENT

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This Agreement will commence from the effective date shown

CUSTOMER		
ADDRESS		
TOWN		
COUNTY	CONTACT	POSTCODE
ORDER #	EMAIL	TEL:

CUSTOMER SIGNATURE:DATE:

EFFECTIVE DATE:/...../.....

It is accepted subject to the terms and conditions set out overleaf.

SOFTWARE ASSURANCE
FULLY INCLUSIVE OF ROYAL MAIL POSTAL CHANGES PARCELFORCE CHANGES FRANKING METER RATE UPDATES

THIS IS A 12 MONTH AGREEMENT DUE TO BE PAID IN 4 QUARTERLY PAYMENTS OF £49.00 + VAT

Name (s) of Account Holder (s)

Originators identification Number

6	7	3	0	2	6
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Bank / Building Society Account Number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager
 Bank / Building Society Name:.....
 Address.....
Postcode:.....

Signature (s):

 Date:



This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

If there are any changes to the amount, date or frequency of your Direct Debit The Franking Machine Company Supplies Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Franking Machine Company Supplies Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request

If an error is made in the payment of your Direct Debit by The Franking Machine Company Supplies Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society

If you receive a refund you are not entitled to, you must pay it back when The Franking Machine Company Supplies Limited asks you to
 You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

TERMS AND CONDITIONS

THE FRANKING MACHINE COMPANY SUPPLIES LIMITED, hereinafter referred to as the company, agrees to perform the services described herein under the following terms and conditions

1. Deliver automatic updates as issued by Royal Mail, Parcelforce and any other Postal Services applicable during the period of the agreement.
2. This agreement is made on the understanding that:
 - (a) The equipment is in proper operating condition at the date of acceptance of the Agreement (which does not provide for attention which may be necessary to put the machine in such condition).
 - (b) Only supplies manufactured or approved by the Company are to be used in the equipment.
 - (c) No modification, repair or maintenance is carried out other than by persons employed or appointed by the Company.
 - (d) The equipment is, in the Company's opinion, situated in a suitable environment.
3. This agreement does not cover:
 - (e) Maintenance on the equipment refer to your maintenance contract for further details.
 - (f) Damage by negligence, accident or misuse.
 - (g) Emergency calls proving not to be the fault of the equipment covered by the Agreement.
4. In the Company's opinion normal repairs and replacement parts will not keep the equipment in satisfactory condition, the Company will give the Customer a written estimate of the costs of bringing the equipment into satisfactory condition. If accepted by the customer such costs will be in addition to the Software Assurance charge. If this is not accepted by the Customer, the Company reserves the right to terminate this agreement immediately. Any monies due under the payment terms overleaf then become immediately payable.
5. The Company shall not be liable under this Agreement for any consequential loss resulting in a break-down of the equipment, whether such loss arises from delay or loss of use of the equipment, or loss or spoiled data, or otherwise howsoever.
6. The Company is not responsible for failure to render service due to causes beyond its control.
7. The Company must at all times be kept informed as to the location of the equipment and reserves the right to discontinue service or make a variation in the charges should the location be changed.
8. The customer will permit the Company's representative's at all reasonable times to enter the premises where the equipment is located to inspect and test its condition.
9. This agreement is not transferable.
10. The Company may terminate this Agreement in the event of any delay in, or default in paying the invoice. Software updates made during a period not covered by an Agreement will be invoiced at prevailing rates. In the case of goods containing franking dies the Company reserves the right to withdraw without notice said dies in the event of any delay or default in payment of invoices and said goods. From termination all monies due under the payment terms (i.e. if the agreement had run its full course) becomes payable immediately.
11. This agreement shall remain in force during a minimum 12 month period, and can be terminated thereafter by either party on the anniversary of the effective date.
12. The Company may alter the Software Assurance charges at any time upon written notice. If these charges are increased the Customer has the right to terminate this Agreement on the effective date of such charges otherwise; the revised charges shall be effective.
13. This Agreement is governed by the Laws of England.

The foregoing terms shall form the entire Software Assurance Agreement between The Franking Machine Company Supplies Limited and the Customer.

