

**All goods and services are sold subject to the following terms and conditions.**

For the purposes of these terms and conditions Baker Consultants Ltd. are hereafter referred to as the 'Supplier' and the Customer is deemed to be the party to whom the invoice is sent or the goods or services supplied to.

The customer agrees to maintain full possession of the goods until such time as the supplier is paid in full. The customer agrees to keep the goods in a safe, secure environment and to accept responsibility for any loss or damage to goods until such time as the supplier is paid in full.

All invoices are required to be paid in full within 30 days of receipt of all or part of the goods. In the event that the invoice is not paid in full within 30 days, the customer agrees to pay interest on the outstanding amount at a rate of 1% per month or part thereof.

All goods supplied remain the property of the supplier until such time as paid for in full. The supplier reserves the right to retrieve his goods at any time should the goods invoice remain unpaid either in part or in full after it's due date. In such circumstances the customer agrees to give free right of passage to the supplier or it's agents to retrieve the goods.

All goods are supplied with a 90 day hardware warranty unless otherwise stated in an agreement between the supplier and the customer.

All quotes are valid for 14 days from date of issue, unless otherwise stated in the quote.

Where goods are supplied with a monitored service, or where the supplier is offering a monitoring service, this service covers the monitoring of an active device and the customer agrees to give the supplier full access to the device for the purpose of such monitoring.

Baker Consultants Ltd., trading as **BAKER Security & Networks** ®  
12 Hume Street, Dublin 2, Ireland  
tel: +353 1 638 4800  
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VAT Number: IE8227285F

Where goods are supplied with a managed service, or where the supplier is offering a managed service, this service covers the management of an active device and the customer agrees to give the supplier full access to the device for the purpose of such management. Unless otherwise stated in a signed agreement between the supplier and the customer, this management service covers as a maximum two changes to the device configuration per month. Any changes or updates to the managed device will be done on an agreed basis. Customer requests will be handled as follows

1. Critical events will be worked on within 4 hours of notification.
2. Change requests for reconfiguration will be acknowledged within 1 working day and actioned within 3 working days.
3. For security reasons Baker will only accept change requests from a pre-determined list of authorised individuals as agreed. The 3-day actioning limit is not applicable to any changes, which Baker believes may be detrimental to the operation or security of the Network. Where such changes are requested Baker will notify these as exceptions, inform the Client of the reasons for concern within 3 days and agree an appropriate course of action to resolve the problem.
4. Baker will provide engineering cover to resolve faults and deal with Critical Events.
5. Baker will provide 9a.m. To 5p.m. telephone help line for fault notification and resolution.

The installation, replacement or upgrade of any device will incur an installation charge unless otherwise agreed with the supplier. This charge is set at a minimum of €450 per device.

The customer agrees to respect all license and export conditions applicable by the manufacturer to these goods.

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