

Standard TellerCover Agreement

1. Interpretation

The "Agreement" is the TellerCover Agreement. The "Customer" means whoever has paid the subscription. The "Equipment" means the Tellermate base unit only. "Accessories" are items to be used with the Tellermate with no working parts e.g. batteries, cables, "Peripherals" are items with working parts that are connected to the Tellermate e.g. printers, TCK. All times are stated in UK time.

2. When valid and what period

(a) The start and end dates of the Agreement are stated overleaf.

(b) If TellerCover is not taken out at the time of Equipment purchase, any subsequent Agreement is subject to the Equipment being in reasonable working condition. Tellermate will charge for any repair necessary to restore to such condition.

(c) The Agreement does not cover Accessories or Peripherals unless stated overleaf.

3. Service

Tellermate will:

(a) Provide telephone support between 8am and 5pm Monday to Thursday and 8am to 4pm on Fridays, excluding public holidays;

(b) Wherever possible Equipment will be fixed over the phone. Tellermate will not provide printed material detailing any repair or calibration instructions. Any printed information provided by Tellermate may not be in part or full, reproduced, changed or otherwise distributed;

(c) When necessary, provide replacement Equipment the next working day, for calls received before 3pm (12pm on Fridays) provided the defect has not been caused by reasons listed under 5 (b) of this Agreement;

(d) Provide delivery of the equipment to and collection from the Customer free of charge;

(e) Provide at no cost to the Customer appropriate, permanent TY software updates in the event of any changes to sterling denominations;

(f) Grant discount on Accessories and some Peripherals to be used with covered Equipment. The discount is currently 20% off list price, but may be subject to review;

(g) Allow the Customer one claim for accidental damage per Agreement. In the case of covered accidental damage Tellermate will replace the Equipment free of charge in accordance with 3(b-d). Further instances of accidental damage are covered by clause 5(b).

(h) At the discretion of the head of Sales, offer a trade-in value, dependent on age and condition, for Equipment that can no longer be repaired or reconditioned.

4. Renewal

(a) This Agreement may be renewed at the end of the initial Agreement period. Further cover may not be available if the machine is over eight years old. All cover is offered at the discretion of Tellermate.

(b) Renewal of this Agreement must be agreed before the end date of the policy, (noted overleaf). Any Agreement put in place after cover has expired will be considered a new Agreement and subject to 2(b). Under such circumstances, an earlier Accidental Claim for the covered Equipment will prevent further claims under 3(g)

(c) Tellermate reserves the right to withhold renewal of the Agreement at its discretion, not to be unreasonably withheld.

5. Payments

(a) The Customer will pay charges under this Agreement according to the terms stated overleaf.

(b) The Customer will pay labour and material charges at the current rate for work caused by:

I. Accident by the Customer other than the first claim per Agreement.

II. Incorrect installation by the Customer.

III. Use of electricity supply other than stated on the charger rating plate.

IV. The Equipment being used other than in accordance with the manufacturer's operating and maintenance instructions.

V. Damage due to inadequate packing by the Customer, or materials returned to Tellermate without the prior knowledge or consent of Tellermate.

VI. The Equipment being serviced, repaired, or tampered with by any person not authorised by Tellermate.

(c) Tellermate reserves the right to charge the Customer an inspection fee and for delivery where equipment is swapped as a result of false information given by the Customer.

6. Negligence

(a) Tellermate is responsible for any damage to the equipment arising from negligence of any repair of the Equipment carried out by Tellermate.

(b) Tellermate is not responsible for any consequential economic or other loss arising from delay or failure to supply service in accordance with the Agreement, or for such losses arising from negligence in the repair of the Equipment.

(c) Tellermate is not responsible for loss of data stored in equipment, occurring during use or service of the Equipment.

7. Replacement Equipment

(a) In the case of equipment failure, Tellermate will supply replacement Equipment free of charge, subject to 7(c).

(b) Replacement equipment of equivalent type, age and condition, will be provided.

(c) Should any Equipment replaced under the provision of 3(c) be found to be damaged through accident or misuse, the Customer shall be liable to charges at the current rate.

(d) Faulty Equipment, for which replacement equipment has been supplied, shall be returned to Tellermate within 5 working days of the receipt of the replacement Equipment. Failing this, the replacement equipment will be charged for at the prevailing Tellermate UK list price.

8. Breach

The Customer's statutory rights will not be excluded or in any way diminished by acceptance of the above terms and conditions either written or implied.

9. Terms and Conditions

This agreement is subject to Tellermate standard terms and conditions.

10. Location

The Customer must notify Tellermate immediately of any change in location of the covered Equipment.