



Terms & Conditions of Quotation

- The above specification does not form any part of a contractual obligation until agreed by both parties.
- Prices quoted are valid for 30 days and supersede all previous quotations.
- Terms of payment – standard terms are full payment upon receipt of invoice for all one-off payment items, plus the first month rental/support (or part thereof) listed within this quotation. Final invoices will be issued after completion of the installation.
- All goods remain the property of Zest CTO Group Ltd (Zest) until paid for in full.
- Unless stated otherwise, cabling costs are not included and will be charged at Zest' standard cabling rates. Details are available from the offices of Zest. If installing to existing cabling, additional costs may be incurred if further cabling, repairs or parts are required. These will be added to the final invoice.
- Following acceptance of quote, should the order be cancelled or require a date amendment at the customer's request, Zest reserves the right to charge on the following scale. More than 7 days before installation date, up to 25% of order value; less than 7 days before installation date, up to 50% of order value.
- It is the customer's responsibility to ensure that any contract for Lines or Billing, Support or other related services are cancelled.
- Where lines are involved and ordered through Zest, orders will be managed by our Projects Team. They will keep you informed of any delays or issues that may occur. New line provisions go through 3rd Party Network Providers and we will manage the process for you, however we cannot be held responsible for their failure to deliver these services, numbers allocated and any consequential losses arising from the service, although we will always endeavour to ensure correct delivery of the goods and services ordered.
- User training – where ordered – will be carried out on a pre-arranged date. In the event that the trainer cannot complete the task due to customer staff-related issues, such as, but not limited to, absence, meetings etc, additional days can be arranged at our standard charges.
- All installations carried out by Zest require a minimum of two mains power outlets per cabinet. No costs are included in our proposal for supply of such facilities. It is the customers responsibility to inform Zest of anything they believe may prevent or hinder Zest from completing the quoted works.
- Should Zest be unable to complete any works due to issues on or with a site for which Zest have no responsibility, Zest reserve the right to charge up to 50% of order value.
- Any installation at height will require a separate estimate of costs, for any access equipment.
- Any customer accepting a quote for goods / services provided by Zest agrees to be bound by the terms and conditions above.