

Alfred Ashley Group (AAG) – General Terms & Conditions

Please note that these are general terms and conditions and where a specific set of terms and conditions do exist for a product or service supplied by AAG these T&Cs are designed to supplement them, the specific terms will always take precedence.

All goods and services are exclusive of all taxes, save those specifically stated. All goods and Intellectual Property remain wholly owned by AAG until payment is received in full. Payment must be received by the due date.

Goods not received within 5 working days of invoice MUST be immediately notified in writing or will be considered received.

If a customer believes any invoice or charge to be incorrect they must give written notice within 7 days of receipt of invoice, statement or charge (whichever is the earliest), identifying those charges in dispute, the reasons for the dispute and provide to AAG any supporting evidence reasonably necessary to substantiate the claim.

Unless otherwise specified, all Internet & Point to Point Data/Voice Lines are to be considered to have a minimum term of 36 months, with a 90 day notice of cancellation period prior to the anniversary.

All Broad-Band/PSTN, other voice and data products/services are to be considered to have a minimum term of 12 months with a 30 day notice of cancellation period prior to the anniversary.

Any products/services on a 30 day rolling contract, require a minimum notice of cancellation period of 28 days'.

For onsite work, the following are to be considered exclusions to any quotation or estimate: general building/chasing works, making good, rubbish removal and in the case of Telecoms excess build charges.

For additional T&Cs please visit www.alfred-ashley.co.uk or contact AAG Finance on finance@aag-uk.com.

“Providing The Total IT & Communications Solution”

Website: www.alfred-ashley.co.uk Email: enquiries@alfred-ashley.co.uk