

## Technical Support Services Terms of Business

### 1. Agreement to Terms and Conditions.

It is agreed that the Company's Technical Support Services Receipt of Terms and Conditions shall govern the dealings between the Company and the Customer. It is furthermore agreed that the Company's Receipt of Terms and Conditions are electronically published at <http://www.finalsteplogistics.co.uk> and may be amended by the Company from time to time, without notice. In the event of any conflict between these Technical Support Services Receipt of Terms and Conditions as printed herein and the electronically published Technical Support Services Receipt of Terms and Conditions, the electronically published version shall control. It is expressly understood that this Technical Support Services Receipt of Terms and Conditions does not cover or apply to any rights, obligations, terms or conditions of the freight forwarding, customs brokerage or other services that Company has provided or may provide to the Customer; and that those separate services shall be governed by their respective Terms and Conditions which are provided separately and are posted on the above referenced website.

### 2. Definitions

"Company" refers to the installation service provider.

"Customer" refers to the party receiving the services or supplier booking the service

"Goods" refers to the items being installed.

"Site" refers to the location where installation takes place.

### 3. Scope of Services

The Company agrees to provide installation services for the Customer at the specified Site, as per the agreed booking.

The Company agrees to provide maintenance and repairs services to Customer at the specified Site, as per the agreed booking.

The Company agrees to provide relocation services to customer between two specified sites as per the agreed booking.

### 4. Charges & Payment

Prices are quoted exclusive of VAT unless stated otherwise. Quotes are valid for 7 days from the transmission date unless otherwise stated.

A deposit 75% may be required before commencement of any service if the customer does not have an account with the company.

Final balance is due within 7 days of completion of the service.

Account customers are invoiced each Monday for the previous week and is due within 7 days.

Late payments may incur interest at 8% above the Bank of England base rate.

### 5. Access & Site Conditions

All Access & Site conditions must meet the company standard risk assessment, failure to meet the safety thresholds may find the services need to be rescheduled.

The Customer must provide clear, safe, and unrestricted access to the Site during working hours. The technicians will always complete a risk assessment prior to any works carried out.

The Site must be ready and suitable for installation (e.g. clean, dry, with electricity if required).

Delays caused by site inaccessibility or unsafe conditions may incur additional charges.

Customer needs to ensure that they provide parking facilities and instructions for technicians or parking costs will be passed on to the customer.

Doorways and corridors need to be clear of obstacles and personnel to ensure safe working environment for the technicians and people on site.

Any lifts or stairways which are to be used must be sufficient in width and accessibility to ensure technicians can safely operate the service as per the agreed booking.

All working space needs to be hazard free and the company is pre advised if there is to be non personnel inside the area at the time the technicians are on site.

The company may request in advance images or videos of the access to support the services booked.

## 6. Delays & Cancellations

The Company will not be liable for delays caused by factors outside its control.

If the Customer cancels within 48 hours of the scheduled installation there will be no fee applied, after this point there will be a 50% cancellation fee.

If the Customer cancels once the technical team are on site then they will be charged 100% of the cost. **Cancellation Fees**

- Cancellation fees are as follows:

More than 48hours notice	Free
48 hours prior to scheduled work	50% of total cost
En route to scheduled work	100% of total cost
On site	100% of total cost

## 7. Warranty & Liability

Installation workmanship is guaranteed for 12 months from completion if the customer routine quarterly and annual servicing. Without this the workmanship is guaranteed for a standard 3 month period.

This does not cover damage caused by misuse, alteration or relocation, or external factors.

The Company's liability is limited to the value of the installation contract.

#### 8. Insurance

The Company holds public liability insurance.

The Customer is responsible for insuring the Goods before and after installation.

#### 9. Title & Risk

Risk in the Goods passes to the Customer upon delivery to site. Title remains with the Customer (or supplier) unless otherwise agreed.

#### 10. Governing Law

These terms are governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the English courts.

\*Final Step Logistics  
is the trademark used by:  
FSL Holdings Enterprise Limited  
Company Registration No. 12828212  
VAT Registration No. 358 1856 65

## **Health and Safety Terms and Conditions for Site Visits (Technicians)**

### **1. Site Access and Induction**

- Technicians will report to site management upon arrival.
- The site customer is responsible for providing an appropriate health and safety induction and any site-specific rules or requirements before work begins.

### **2. Personal Protective Equipment (PPE)**

- Technicians will supply and wear appropriate PPE.
- The site must advise of any additional PPE requirements specific to site hazards.

### **3. Compliance with Site Rules**

- Technicians will comply with all reasonable site-specific health, safety, and environmental rules provided by the customer.
- The customer is responsible for ensuring that such rules are clearly communicated and accessible.

### **4. Risk Assessments and Method Statements (RAMS)**

- Technicians will provide relevant Risk Assessments and Method Statements for their tasks if required.
- The customer must highlight any known hazards that could affect the work and cooperate in any necessary reviews or updates.

### **5. Safe Working Environment**

- The site/customer is responsible for maintaining a safe working environment, free of known hazards, and for informing Technicians of any risks prior to commencement of work.

### **6. Tools and Equipment**

- Technicians are responsible for ensuring their tools and equipment are safe and certified.
- The customer must provide safe access and suitable working conditions (e.g., stable surfaces, adequate lighting, secure areas).

### **7. Health and Medical Fitness**

- Technicians must be medically fit for work.

- The client must provide information about any environmental factors that could affect health and safety (e.g., exposure to chemicals, confined spaces).

#### **8. Alcohol, Drugs, and Conduct**

- Technicians must not be under the influence of alcohol or drugs.
- The customer must ensure that site personnel and conditions are professional, safe, and conducive to safe working practices.

#### **9. Environmental Considerations**

- Technicians will manage their own waste responsibly.
- The customer must provide facilities for appropriate waste disposal and ensure environmental standards are upheld on site. The company can provide waste disposal services if booked in advance.

#### **10. Emergency Procedures**

- The customer is responsible for informing Technicians of site-specific emergency procedures, including evacuation routes, assembly points, and first aid arrangements.

#### **11. Liability**

- While Technicians will take all reasonable care to work safely, the site owner/customer accepts liability for any injuries, accidents, or damages caused by unsafe site conditions, failure to disclose known hazards, or negligence on the part of the site.