



PRIMARYTECH

TERMS & CONDITIONS

HARDWARE

EFFECTIVE DATE

August 2025

WHEN BUYING FROM PRIMARYTECH, THE CUSTOMER ACKNOWLEDGES AND AGREES THAT IT IS PURCHASING GOODS AS A BUSINESS, NOT AS A CONSUMER.

THE WARRANTY PROVISIONS IN CLAUSE 10 BELOW SET OUT PRIMARYTECH'S

RESPONSIBILITIES. AS A BUSINESS CUSTOMER, PURCHASES MADE FROM PRIMARYTECH WILL NOT BENEFIT FROM THE STATUTORY PROTECTION AVAILABLE TO CONSUMERS UNDER LEGISLATION SUCH AS THE SALE OF GOODS ACT 1979 OR THE CONSUMER RIGHTS ACT 2015.

SUPPLIER

- (1) **PRIMARY TECHNOLOGIES LIMITED** is incorporated and registered in England and Wales, with company number 04760864. Its registered office is Suite 1204, K2 Tower, 60 Bond Street, HU1 3EN (**Supplier**) (**PrimaryTech**).

AGREED TERMS

1. Interpretation

The definitions and rules of interpretation in this clause apply.

1.1 Definitions:

Agreement: The terms and conditions of the Hardware document.

Check and Send: The supplier provides a service to check the condition of the hardware and returns it to the lease company.

Customer: the customer's principal contact for the quote.

Location: the place or places where the products are to be delivered.

Product: the Products provided by the Supplier specified in the Customer quote.

Service Charge: The Charge for the Services.

Working Day: Monday - Friday, Excluding Bank Holidays, between 9 am to 5 pm.

VAT: value-added tax chargeable under English law for the time being, as well as any similar additional tax.

2. APPLICATION OF CONDITIONS

2.1 These conditions shall:

- (a) Apply to and be incorporated in the terms and conditions.
- (b) Prevail over any inconsistent terms or conditions contained in, or referred to in, the Customer's purchase order, confirmation of order, specification, or implied by law, trade custom, practice or course of dealing.
- (c) If you do not wish to be bound by these Conditions, the Customer should not order or accept the delivery of the Products.

- (d) Apply to all Hardware Products.

- 2.2 No addition to, variation of, exclusion or attempted exclusion of any term of these terms and conditions shall be binding on the Supplier unless in writing and signed by the Supplier's Contact or by a duly authorised representative of the Supplier.

3. EFFECT OF PURCHASE ORDER

- 3.1 The Customer's purchase order or signed order sent to the Supplier constitutes an offer by the Customer to purchase the Supplier's Products. Once the Supplier has accepted an order from the Customer for a Product, the Customer shall not be entitled to cancel that order at any time.

- 3.2 The acknowledgement copy of the purchase order form by the Supplier, or the Supplier's commencement of work in providing Products or execution of work under the purchase order, shall establish a contract for the supply of those Products and, accordingly, the purchase of the same, by the Customer.

- 3.4 The Customer's standard terms and conditions (if any) attached to, enclosed with, or referred to in their purchase order shall NOT govern the Suppliers.

4. SUPPLIER'S OBLIGATIONS

- 4.1 The Supplier shall use reasonable endeavours to provide the Products specified in the Customer's quote.

- 4.2 The Supplier shall have no obligation to perform any service not expressly agreed upon.

5. PRICE

- 5.1 Unless a written quotation has been given, the prices for the Products are subject to alteration without notice. All quotations are issued subject to stock availability at the time of order placement. The price charged to the Customer will be the price confirmed by the Supplier in its formal acceptance of the Order. Orders are not binding upon the Supplier until so accepted. All prices exclude value-added tax (and similar tax), packing, carriage, insurance and installation. Where applicable, these will be added as separate items to the Customer's invoice.

- 6. PAYMENT**
- 6.1 The Supplier may share the customer's credit history information with relevant credit agencies. The Supplier reserves the right to run a credit check with an appropriate credit agency before a Customer credit and to validate any credit card account holder or delivery address details.
- 6.2 Retention of Title.
- (a) Title to the Products shall not pass to the Customer until the Supplier has received payment in full (in cash or cleared funds) for the Products.
 - (b) Until title to the Products has passed to the Customer, the Customer shall: (i) store the Products separately from all other goods held by the Customer so that they remain readily identifiable as the Supplier's property; (ii) not remove, deface or obscure any identifying mark or packaging on or relating to the Products; and (iii) maintain the Products in satisfactory condition and keep them insured against all risks for their full price from the date of delivery.
 - (c) The Supplier shall be entitled to recover payment for the Products notwithstanding that ownership of any of the Products has not passed from the Supplier.
- 6.3 Unless otherwise notified to the Customer in writing by the Supplier, the Customer shall pay for the Products when placing an Order. Where the Supplier invoices the Customer on the date of delivery for the Products, the Customer shall pay all invoices within fourteen (14) days of the date thereof (time being of the essence). Terms of payment are within the Supplier's sole discretion.
- 6.4 The Supplier may agree that the Products will be paid for via a leasing arrangement with the Supplier's financing partners. Where applicable, The Supplier will introduce the Customer to a finance partner but will not be a party to any agreement regarding leasing arrangements for the Products. The customer agrees that such an arrangement will be subject to additional terms between the Customer and the finance partner.
- 6.5 In addition to condition 6.5, where the Customer has purchased Hardware from the Supplier and paid via a lease at the end of the initial lease term unless agreed by the Supplier, the Customer shall agree to return all Hardware listed on the Supplier's quote to the lease company per their required conditions. The Customer also agrees to pay a Check and Send fee of £750 plus £5 per device plus VAT. To avoid doubt, this service does not include repairing any equipment.
- 6.6 Unless otherwise agreed in writing by the Supplier or where a credit account is in place, the Customer shall pay for the Products in full at the time of placing the order. Where a credit account is approved, the Customer shall pay all invoices submitted by the Supplier in full and in cleared funds within thirty (30) days of the invoice date.
- 6.7 Without prejudice to any other right or remedy that the Supplier may have, if the Customer fails to pay the Supplier on the due date, the Supplier may:
- (a) charge interest on such sums due from the due date for payment at the annual rate of 8% above the Bank of England base rate, accruing daily and being compounded quarterly until payment is made, whether before or after any judgment; and
 - (b) suspend all Products until payment has been made in full.
 - (c) Immediately invoice for all services payable to the Supplier under any of the Supplier agreements.
- 6.8 Time for payment by the Customer shall be of the essence.
- 6.9 Where payment for Products is made by a third party, such as a holding company, group company, or procurement framework, the Customer shall remain responsible for the terms relating to payments and charges.
- 7. NON-SOLICITATION**
- 7.1 The Customer agrees that, for the duration of this Agreement and for a period of twelve (12) months after its completion, it shall not, directly or indirectly, solicit or entice away, or attempt to employ, any person who is or was an employee or subcontractor of the Supplier involved in the sale or provision of the Products.
- 8. SHIPPING AND DELIVERY**
- 8.1 The Customer is responsible for all shipping, handling, and delivery costs unless specified otherwise in the agreement.
- 8.2 Estimated delivery times are provided as an indication and are not binding. The Supplier is not responsible for delays caused by shipping carriers or events beyond our control.
- 8.3 All deliveries shall be made during the Working Days. If the Customer requires delivery to be made outside such times, subject to the Supplier's sole discretion, an additional charge shall be payable. The Supplier reserves the right to make partial deliveries.

- 8.4 If the Customer delays or prevents the delivery, The Supplier may apply reasonable additional charges.
- 9. ORDER AMENDMENTS**
- 9.1 The Agreement can only be varied with the parties' written agreement, except that the Supplier may make minor changes to the specification of the Products at any time and without notice that do not materially affect their performance.
- 9.2 Except for those products listed in condition 8.3, Customers may request an amendment to an Order before the despatch of the Product. Amendments requested by the Customer may incur an additional charge calculated by the Supplier at its sole discretion and may result in delayed delivery of the Product. A Customer may only request an amendment to an Order in writing (including via email). The request must clearly state the customer name, order number, request amendment, and reason for the amendment. Only change to an Order will be effective once the Supplier has confirmed in writing (which for these purposes shall include e-mail) its acceptance of a Customer-requested amendment.
- 9.3 The following Product orders are unable to be amended upon acceptance by the Supplier of the order;
- (a) Servers, Switches, Wireless Systems, Phone Systems, Projectors, Interactive Screens and Audio Equipment.
- 10. CANCELLATION AND RETURNS**
- 10.1 The Customer acknowledges that the Supplier is acting as a reseller of the Hardware and is not the manufacturer. The Customer's sole remedy in respect of any defect in the Hardware shall be against the manufacturer under the terms of the manufacturer's warranty, which the Supplier will pass on to the Customer to the extent that it is able. The Supplier makes no warranty of its own in respect of the Hardware and disclaims all other warranties, express or implied, including for satisfactory quality or fitness for a particular purpose.
- 10.2 Returns, unless dead on arrival, will not be accepted in the following circumstances:
- (a) The Products were made to the Customer's specification or configured to order;
 - (b) Product stipulated on the order form or quotation as non-cancellable or non-returnable
 - (c) The Product Manufacturer is Dell or Cisco.
- (d) The Product type is a server, switch, wireless system, projector, telephone system or audio system.
- 10.3 Cancellation - except for the Products which fall within condition 9.3 above, the Customer may cancel an order after acceptance of the order by the Supplier, but before despatch of the Product, subject to a cancellation fee of up to but not greater than the total order value. Such cancellation fee is to be calculated by the Supplier at its sole discretion and may include:
- (a) Charges for the time cost incurred in order processing and management and/or
 - (b) A restocking fee of the manufacturer and/or
 - (c) The total charges for the Product
- 10.4 In all events, the Customer will be responsible for the cost of returning the Product to the Supplier or the manufacturer and will be responsible for up to the total value of the Product if it is received damaged, opened or not in a resaleable condition.
- 10.5 When the Supplier permits the return of Product(s), the Supplier will issue a credit note on the Customer's account so that the invoice for the relevant Product is deemed cancelled.
- 10.6 Customers must satisfy themselves with the manufacturer's DOA or warranty policies before they purchase the products. Individual manufacturers' DOA policies should be included in the warranty that is delivered with the product. The Supplier's customer service department will not have details of the DOA policies.
- 10.7 If the Customer has inspected the Products by condition 9.1 and finds them to be DOA, the Customer must contact the Supplier within two (2) Working Days to obtain a repair or refund. The Supplier will not accept the return of faulty goods to its premises.
- 10.8 The refund or replacement of faulty DOA Products is subject strictly to individual manufacturers' DOA policies.
- 10.9 The Customer may be required to contact the manufacturer's technical department to troubleshoot and obtain DOA authorisation, which the Customer must retain and present to the Supplier upon request.
- 10.10 The Customer must also note any call/case reference numbers issued by the manufacturer to assist the Supplier with returning the DOA Product.
- 10.11 The Customer is responsible for ensuring that the Products are returned in their original packaging, including all disks, manuals, and cables, to ensure safe transit and ease of identification.

- 10.12 If a fault is found and the applicable manufacturer's DOA period is not exceeded, the Products will be repaired and/or replaced under the terms of the manufacturer's warranty.
- 11. WARRANTIES**
- 11.1 The Customer accepts that the Supplier is acting only as a supplier and is responsible for verifying that the Hardware will suit its requirements. The Products are sold on an "as is" basis and, subject to condition 9, the Supplier disclaims all warranties, express or implied, written or oral, including all implied warranties such as satisfactory quality or fitness for purpose, but does not disclaim the statutory implied warranty of title.
- 11.2 The Customer will benefit from the manufacturer's warranty for all the hardware. Please note that the Supplier does not provide any warranties regarding the Hardware, and all other warranties and representations, whether express or implied, by statute, common law or of any other kind, are hereby excluded to the maximum extent permitted by law.
- 12. INDEMNITY**
- 12.1 The Supplier shall indemnify the Customer against any claim by any other person that the provision of the Services to the Customer per this Agreement infringes that other person's intellectual property rights.
- 13. LIMITATION OF LIABILITY**
- 13.1 Nothing in these conditions excludes the liability of the Supplier:
- (a) For death or personal injury caused by the Supplier's negligence or
 - (b) For fraud or fraudulent misrepresentation.
- 13.2 Subject to condition 12.1:
- (a) The Supplier shall not in any circumstances be liable, whether in tort (including without limitation for negligence or breach of statutory duty howsoever arising), contract, misrepresentation (whether innocent or negligent) or otherwise for:
 - (i) loss of profits;
 - (ii) loss of business;
 - (iii) depletion of goodwill or similar losses;
 - (iv) loss of anticipated savings;
 - (v) loss of goods;
 - (vi) loss of contract(s);
 - (vii) loss of use;
 - (viii) loss or corruption of data or information;
 - (ix) Service outage;
 - (x) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.
- 13.3 Subject to clause 12.1, the Supplier's total aggregate liability to the Customer in respect of all other losses arising under or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the price paid by the Customer for the Products under the specific order to which the claim relates.
- 14. WAIVER**
- No failure or delay by a party to exercise any right or remedy provided under this agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- 15. RIGHTS AND REMEDIES**
- The rights and remedies provided under this agreement are in addition to, and not exclusive of, any rights or remedies provided by law.
- 16. SEVERANCE**
- 16.1 Suppose any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable. In that case, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. The relevant provision or part-provision shall be deemed deleted if such modification is impossible. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.
- 16.2 Suppose any provision or part-provision of this agreement is invalid, illegal or unenforceable. In that case, the parties shall negotiate in good faith to amend such provision so that, as amended, it is legal, valid and enforceable and, to the greatest extent possible, achieves the intended commercial result of the original provision.

17.	ENTIRE AGREEMENT	prior written consent of the other party save as may be required to enable either of the parties to perform its obligations under this agreement or as required by law.
17.1	This agreement constitutes the entire agreement between the parties and supersedes it. It extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.	22.
17.2	Each party acknowledges that in entering into this agreement, it does not rely on, and shall have no remedies concerning, any statement, representation, assurance, or warranty (whether made innocently or negligently) that is not set out in this agreement.	NOTICES
17.3	Each party agrees that it shall have no claim for innocent or negligent misrepresentation or misstatement based on any statement in this agreement.	22.1
18.	ASSIGNMENT	Any notice or other communication given to a party under or in connection with this contract shall be in writing and shall be:
18.1	Without the Supplier's written agreement, the Customer may not assign, transfer, charge, subcontract, or otherwise deal with all or any of its rights or obligations under the contract.	(a) delivered by hand or by pre-paid first-class post or other next working day delivery service to its registered office;
18.2	The Supplier may assign, transfer, charge, subcontract, or otherwise deal with all or any of its rights or obligations under the agreement.	(b) sent by email to an email address to customerservices@primarytech.co.uk
18.3	This agreement shall bind the Customer and all successors in title. If the Customer organisation is acquired, merged with, or becomes part of another organisation, the terms and conditions of this agreement shall remain in full force and effect, and all obligations under this agreement will be binding upon the successor organisation.	22.2
19.	NO PARTNERSHIP OR AGENCY	Any notice or communication shall be deemed to have been received:
Nothing in the agreement is intended to or shall operate to create a partnership between the parties or to authorise either party to act as an agent for the other. Neither party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including without limitation the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).		(a) If delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address;
		(b) if sent by pre-paid first-class post or other next working day delivery service at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service;
20.	THIRD-PARTY RIGHTS	(c) if sent by email on the next Business Day after transmission, along with a response acknowledging receipt.
No one other than a party to this agreement, its successors, and permitted assignees shall have the right to enforce any of its terms.		22.3
		This clause does not apply to the service of any proceedings or other documents in the course of any legal action or, where applicable, any arbitration or other method of dispute resolution.
21.	PUBLICITY	23.
No announcement or information concerning this agreement or any ancillary matter shall be made or released or authorised to be made or released by either of the parties without the		FORCE MAJEURE
		23.1
		The Supplier shall not be liable for any failure or delay in performing its obligations under the Agreement to the extent that such failure or delay is caused by a Force Majeure Event. A "Force Majeure Event" means any event beyond the Supplier's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including but not limited to strikes, lock-outs or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, or default of suppliers or subcontractors, including significant and prolonged disruption to the global IT supply chain.
24.	GOVERNING LAW	

The agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including, without limitation, non-contractual disputes or claims) are governed by and construed per the law of England and Wales.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

25. JURISDICTION

Terms & Conditions