

## General Conditions

Teqa Webdiensten applies the sector terms and conditions (ICT Netherlands) as its general conditions. These can be downloaded as pdf files from <http://teqa.nl/en/terms-and-conditions>.

In addition, we adhere to the following methodology:

- Deliveries will be made by e-mail.
- After delivery, a period of 14 days is allowed for implementation of the acceptance test.
- Deviations from the agreed functionality should be reported in writing within the time-limit of the acceptance test.
- There is a three-month guarantee, valid from the moment of delivery. After this period, the software will be deemed to be functioning correctly. Deviations reported after this period will be regarded as amendment requests.
- Invoicing for the monthly costs will become effective from the moment of delivery.
- The standard method of payment of the invoices is through direct debit. A surcharge will be made if other payment methods are used.
- The standard method of sending the invoices is by e-mail. A surcharge will be made for invoices sent by post.
- Disruptions to service can be reported 24/7, all year round at support [at] teqa.nl
- Telephone and e-mail support are provided on normal weekdays from 09.00 to 17.00.
- All support will be performed on the basis of subsequent calculation, with a minimum of 15 minutes.
- In the case of any additional work, at the customer's request, an indication of the numbers of hours will be made in advance.
- The software is delivered in the condition it is in at the moment of the quotation ("as is"). At no time is Teqa liable for the delivery of additional functionalities, unless explicitly agreed in writing.
- In the case of tailor-made work, a surcharge for maintenance will be made annually. This surcharge consists of 23% of the tailor-made work, divided by 12 and invoiced monthly, starting the first month after delivery.
- Indexation of periodic services may be applied. This indexation will be based on the Consumer Price Index (CPI) number as issued by Statistics Netherlands (CBS).
- Teqa reserves the right to amend the software. This can result in changes in use and operation of the software following an upgrade. Should this, in turn, result in problems in usage, every effort will be made, in consultations, to find an appropriate solution.

Putting new software into service can have a significant impact on your organisation.

- In general, putting new software into service has an impact on the business process. We recommend you get expert advice to guide you through this process.
- The software should be thoroughly tested before being put into service. In addition to the testing carried out by the supplier, acceptance and process tests should be performed. If you are inexperienced in such processes, we recommend you look for an external adviser or testing capacity.