



# Terms and Conditions

- Payment including VAT (20%) is due within 30 days of installation.
- Installation of equipment and services as outlined in proposal we send with these terms and conditions only. Any additional works required or requested will be charged at a rate agreed with you, prior to the work being commenced, and documented on a form which will need to be signed by you the customer.
- All products remain the property of Proactive until payment has been made in full.
- Any cancellation or non-payment will result in a reclaim of all goods and an invoice resent reclaiming all of our associated costs.
- WEEE paperwork will be provided by the engineers for you to complete at the end of the agreed install. You MUST identify the number of interactive boards and projectors being removed from YOUR site on this paperwork to comply with the waste regulations.
- Proactive is fully insured for all activities concerning the supply and installation of your equipment with public and product liability cover to £5m. Please request additional Health and Safety documentation in advance of your install should it be required.
- Rooms not being ready or accessible at the agreed time of install will result in labour charges being applied at the rate of £245 + VAT per engineer per day or part thereof.
- Once your order is placed you will be forwarded the software links from our Support Department.  
The engineers will provide you with a box of software and a remote per screen on installation.  
It is your responsibility to load the software on to your machines/server. Proactive are not required to carry out this task but will provide verbal support via our Support Department where required.
- Please refer to our website for full terms and conditions for the ProPoints Loyalty Card Scheme at [www.proactiveav.co.uk/propoints](http://www.proactiveav.co.uk/propoints)