



## General Terms & Conditions of Service

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### Approvals

	APPROVED BY
Print Name	J. Jones
Date	13 Feb 2026
Signature	

### Revision History

VERSION	DATE	AUTHOR	DESCRIPTION OF CHANGES MADE	AFFECTED SECTIONS	REASON FOR REVISION
Version 2	27/11/25	J. Jones	Add onto new policy framework	Whole Document	Refresh of Terms



## Terms and Conditions

### General Introduction:

Thank you for choosing Prime Potential to cover your Technology needs for your business, please take your time to read the following Terms and Conditions which are in relation to the service you have opted for.

## Terms and Conditions of Service

- 1. Managed IT Services, Co-managed IT Services, Projects & Consulting*
  - Payment for this service is done monthly via Invoice from the accounts team at Prime Potential and placing all contracts on a rolling monthly Direct Debit. You should be aware that the price on your quote is the monthly price cost.
  - For all managed and co-managed IT solutions we place all contracts into a direct debit system, and payment for each invoice will be automatically taken from your named account on the day registered on the Direct Debit mandate. For other services payment should be completed as soon as possible. These will have a due date of strictly **due upon receipt**, which of course is the billing time so please ensure that bills are paid as soon as possible. For other payment terms you can request this by contacting our accounts desk.
  - Agreements in terms of how long you wish to take the service out can be agreed, we offer 12-month plans for all managed IT services and Co-Managed IT Services.
  - We aim to respond to IT Support Service Desk enquiries **within a maximum of 3 hours**, please ensure that you have full visibility of your Service level agreement contract (SLA) and is distributed accordingly across your business, where required.
  - Call out: Call outs and site visits within the working hours of Prime Potential – 08:30 – 17:00 Monday to Friday is included within all our packages from Basic to Unlimited. Any extra and out of hours call out terms will be charged subsequently at our 'Call Out Rate' Our flat Call out Fee is charged in 1 hour increments so please be aware of this.
  - For all services held within our Projects and Consultancy section of the business for the following services:
    - i. IT Equipment Deployment and Configuration
    - ii. Business Telephony Systems



- iii. Business Leased Line and Fibre Connectivity via our Trusted Partners – Fidelity & Spitfire.
- iv. Maximising the use of your Microsoft Applications
- v. Software Sourcing and Deployment
- vi. Network Installations and Wi-Fi
- vii. Infrastructure Changes and Adjustments
- viii. Delivery of all IT Projects, Office Moves, Restructures and Upgrades
- ix. Data Protection – Regulation, Guidance & Compliance
- x. EPOS System Supply & Deployment
- xi. Equipment Deployment & Recycling
- xii. Business Telephony Migration and VoIP Installation
- xiii. Microsoft Exchange Migration

g. All quotations for these services are valid for a maximum of 14 days and therefore be accepted or automatically declined within this timeframe.

If you wish to raise a complaint against our IT Services provided to you, please do so in writing via email to [info@prime-potential.co.uk](mailto:info@prime-potential.co.uk) where your request will be forwarded to our Managing Director who is our Registered Compliance Officer.

## 2. *Business & Domestic CCTV Systems*

- a. Closed-Circuit Television System/s (CCTV) is a service that is offered by Prime Potential in line with our SOPs, please take your time to read the following Terms and Conditions which are in relation to the service you have opted for.
  - i. Included in your price is the supply and fit of materials, we will supply the CCTV equipment depending on what your budget requirements are for the project.
  - ii. We will always put value for money at the forefront of the work carried out.
  - iii. We will aim to always use local suppliers', but this may not always be possible due to stocking levels, and time scale to deliver your project.
  - iv. We will always aim to get smaller jobs completed as quickly as possible or within the day but depending on the sizing of your project it may take longer.
  - v. A 50% deposit is required to secure the job to secure the materials. The rest is paid upon completion of the job.
  - vi. Payment should be sent to the requested bank of Prime Potential which will be clearly marked on the invoice. This should be sent within a maximum term – **due upon receipt**, from the date of invoice. Failure to do so will result in a referral to be made to a debt collection service provider.



- vii. Payment reminders will be sent to the contact details we have on file for you closer to the deadline, this will come from the account's email address.
- viii. Built into the deal, you will get a **free 60-day support guarantee** from Prime Potential, upon completion of the installation, you will receive an installation certification of guarantee which will indicate when your guaranteed support time expires. After guarantee has expired, you can call us out at any time, but these services will not come free and will be charged via invoice to you.
- b. For all work requests for services and maintenance of your CCTV systems, including those not installed by us; are requested to send us an email to [info@prime-potential.co.uk](mailto:info@prime-potential.co.uk) and a member of the team will schedule the work into our engineers diaries.
- c. If you have any further questions, please do not hesitate to contact the office on the email address mentioned previously and your email will be answered as soon as possible.

### *3. Payment Solutions & Services*

- a. All our payment solutions are carried out using a Third-Party Provider (TPP) usually Dojo, Multi-Pay or Teya.
- b. Their terms and conditions are held separately to ours and are available on request from the supplier directly

### *4. Health & Safety Support*

- a. Our health and safety division provide a range of health and safety solutions to your business
  - i. Risk Assessment Production – full production of your health and safety risk assessment material billed on a per hour basis.
  - ii. Display Screen Equipment (DSE) Assessment Production and Assessments carried out – billed on a per hour basis
  - iii. Health and Safety Policy Publication – Billed on a per hour basis
  - iv. Consultation on Health and Safety Matters – billed per hour on work spent.

### *5. Business Support*

- a. Our business support section of our business is there for both new business and SMEs in the northwest looking for a bit of extra help.
- b. All our business support services are billed by the hour meaning that you will only pay for what you need, making it affordable and easy for you.



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**6. *Graphic Design, Print & Signage - Our Services Include:***

- i. Logo Design: Crafting unique logos that define your brand identity.
- ii. Branding: Developing cohesive brand strategies and visual guidelines.
- iii. Print Design: Designing high-quality business cards, brochures, and flyers.
- iv. Digital Graphics: Creating engaging social media posts, website graphics, and digital ads.
- v. For all signage projects we do not carry out the work ourselves, we use a trusted contractor based in Workington – Firpress. All communication with this supplier is done from our point of view so there is no need for you as our client to contact them.

**7. *Payment of Services***

- a. All invoices will be sent to our customer contact which we have on file for you; this is usually via email. If you require a paper copy of any such invoice/s, please contact the office on the contact information above.
- b. All managed IT Support invoices are strictly confidential and will be sent out near to the end of the month. This validity of these invoices is done to a strict 7 days net, this is to ensure timely payment. Failure to pay, appropriate actions will be taken as stated in your engagement letter between us and you as the client. Until payment is complete, all work will be ceased until any payment issues has been rectified.
- c. All other invoices for services that we carry out are due within a strict 30-days net, the same as other services, if no payment has been made or received by us then appropriate action will be taken.
- d. Please ensure that on all payment references when making any payment to us. Please ensure that you use the same reference as stated on your invoice, so we are able to match up invoices easier.

Our accounts desk can be contacted on 01946 389957 or send them an email to –

[accounts@prime-potential.co.uk](mailto:accounts@prime-potential.co.uk)

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