



## Red7Alert Application Form

To sign up for Red7Alert, please complete this form and post or fax it back to Red7.  
30 Day Credit Accounts are available to companies that have been trading for a minimum of 1 yr.

POST: **Unit 12 Barracks Road, Sandy Lane Ind. Estate, Stourport on Severn, WORCS DY13 9QB** OR FAX **0800 2425719**

### COMPANY ACCOUNT INFORMATION

Please supply details

|                               |      |  |      |
|-------------------------------|------|--|------|
| <b>BUSINESS TRADING NAME:</b> |      |  |      |
| <b>BUSINESS ADDRESS:</b>      |      | <b>MONTHLY STATEMENT ADDRESS</b> if different: |      |
|                               |      |  |      |
| Postcode:                     |      | Postcode:                                      |      |
| <b>PURCHASING CONTACT:</b>    |      | <b>ACCOUNT CONTACT:</b>                        |      |
| Telephone:                    |      | Telephone:                                     |      |
| Mobile:                       | Fax: | Mobile:  | Fax: |
| Email:                        |      | Email:   |      |

### ICMP / WEB

£7.50 Per Month / £10 Setup Fee

Please supply details

|                          |                        |
|--------------------------|------------------------|
| <b>Router Public IP:</b> | <b>Website Domain:</b> |
|--------------------------|------------------------|

### EMAIL

£14.99 Per Month / £65 Setup Fee

Please supply details

|  |                                |
|--|--------------------------------|
| <b>How is email delivered to your server?</b>  | POP3 or SMTP                   |
| <b>POP3 Server IP Address:</b>                 | <b>SMTP Server IP Address:</b> |
|  |                                |
| <b>How do you send email from your server?</b> | OPEN RELAY or SMTP AUTH        |
| <b>SMTP Username:</b>                          | <b>SMTP Password:</b>          |

### ALERT EMAIL or MOBILE

Please supply details

|                       |                       |
|-----------------------|-----------------------|
| <b>Email Address:</b> | <b>Mobile Number:</b> |
|-----------------------|-----------------------|

### CUSTOMER SIGNATURE

I agree to your Terms & Conditions overleaf and agree that they override our own Term & Conditions and those stated in our purchase orders.

Signed:

Name:

Date:

# Red7Alert – Terms and Conditions

## 1. Definitions

- a) 'Company' means Red 7 IT Services Ltd, registered in England and Wales as Company Number 6817073.
- b) 'Customer' means any individual or firm that has purchased, or has offered to purchase Goods from the Company.
- c) 'Goods' means any products or services that the Company has sold or is proposing to sell to the Customer.
- d) 'Agreement' means any transaction or proposed transaction between the Company and the Customer relating to the sale/purchase of Goods.
- e) These terms and conditions shall take precedence over any terms and conditions of the Customer and shall not be varied without the written or email consent of the Company.

## 2. Prices

- a) Unless otherwise stated, prices for Goods quoted by the Company are exclusive of value added tax, delivery, and insurance.
- b) Prices quoted are those current at the time of quotation.
- c) The Company shall be entitled to alter prices to those current at the time of order, or withdraw the quotation where the Goods can no longer be supplied.
- d) The Company shall be entitled to alter prices to correct errors or omissions and to cover rising Red7Alert service costs, subject to notice in writing.

## 3. Payment

- a) Credit accounts are offered subject to procedures set by the Company, which may be altered from time to time, and approval by the Company. Any claim or dispute relating to credit accounts should be promptly notified to the Company. The Company will regularly review credit accounts and reserve the right to change credit limits or remove facilities without notice.
- b) Red7Alert is a rolling monthly Agreement and payments should be made by Standing Order instruction to the Company's bank on either the 1<sup>st</sup> or 15<sup>th</sup> of every month to: Abbey, 21 Prescot Street, London, E1 8TN. Sort Code 09-01-27 Account No. 25252024.

4. The Company will not be liable for any loss, damage, expense, costs, delays or other liability whatsoever (including, without limitation, any financial losses such as loss of profit) which you may incur as a result of any event beyond the Company's reasonable control (including, without limitation any failure of transmission, communication, computer or other facilities or your inability to access the site for any reason or any failure, error or delay in sending or receiving of any notice or communication or instruction through the post or any electronic medium).

5. Without prejudice to the Company's other rights and remedies under these conditions and/or at law, if any sum payable is not paid on or before the due date, the Company shall be entitled forthwith to:

5.2 Withhold or, where provision of services commenced, suspend the provision of those services to you.

5.2 Whilst the Company will use reasonable endeavours to ensure the integrity and security of the services, the Company does not guarantee that the services will be error free or interruption free or free from unauthorised users or hackers.

6. The Company may from time to time:

6.1 temporarily suspend part or all of the services without notice for the purposes of repair, maintenance or improvement. The Company undertakes to use reasonable endeavours to restore the services as soon as possible after any such suspension;

6.2 vary the technical specifications of the services for operational needs.

7. The Company may terminate its Agreement with you at any time, immediately upon written notice via post, email or SMS message if you:

7.1 breach any term of the Agreement; or

7.2 the Company considers your behaviour or interaction with any member of the Company's staff to be inappropriate or abusive. In such an event, the final decision shall rest with the Company without burden of proof; or

7.3 refuse to comply with any of the Company's prescribed methods of interacting with the Company, which may change from time to time to account for the Company's working practices, for example submitting support via support ticket.

8. The Company reserves the right to terminate any Agreement at anytime (notwithstanding any Minimum Agreement Term) giving to you not less than 30 days prior written notice of termination. If the Company terminates your Agreement under this clause it will refund any fees that you have paid in advance for services that, as a result of the Company's termination of the Agreement, you will not receive.

9. Termination and/or expiry of your Agreement is without prejudice to any rights and/or liabilities accrued as at the date of expiration or termination.

10. When Red7Alert provides SMS alerts, the Company will operate a fair usage policy which gives an allowance of 10 SMS alerts per month. Where the quantity of SMS alerts is deemed unfair, the Company has the right to charge the Customer for the excessive alerts on a monthly basis at a cost of 0.12p per message.

11. The Customer may request changes to the Red7Alert configuration at anytime. For example, change the SMS number or IP Address. The Company reserves the right to charge the Customer an administration fee of £10 per request.