

## Fastcom Quote Terms and Conditions

All quotes are subject to the terms and conditions listed below, in addition to any specific other conditions listed on the quote. Where there is any dispute between these terms and conditions and those contained on the quote these terms and conditions shall apply.

1. Quote is subject to Fastcom Master Services Agreement and by accepting this quote you acknowledge you accept the Master Services Agreement <https://www.fastcom.co.nz/wp-content/uploads/2025/12/Fastcom-Master-Service-Agreement-10-25.pdf>
2. **DUE TO THE RAPID PRICE CHANGES IN HARDWARE AT PRESENT NOTE THAT HARDWARE ELEMENT QUOTES ARE VALID FOR 7 DAYS ONLY.** All other products and service elements are valid for 30 days from date of issue.
3. Pricing may change subject to FX fluctuations in excess of +/- 1.5%
4. Hardware is provided on a 50% deposit on placement of the order and the balance on delivery, unless specifically stated otherwise in this quote.
5. The implementation/professional services cost is based on the information you have provided us and to the best of our knowledge, where either of this prove to be incorrect then we reserve the right to on-charge additional time to provide the solution proposed.
6. The implementation/professional services cost is also based on ready access to premises and information required, where we are delayed due to non-availability or delays caused by either the Client or 3rd party Fastcom reserves the right to on-charge any extra time incurred by us due to the delay.
7. Freight charges are not included unless otherwise stated, included freight charge is for a single shipment. Partial shipment of an order may result in additional freight charges.
8. Where a 3rd party contractor is required one of the following options shall apply, subject to confirmation by the client.
  - a. Fastcom will provide an indicative quote for this installation. This is indicative only and by accepting this quote you agree to pay the final contractor cost no matter how much this varies from any indicative quote provided.
  - b. Should you wish to manage and liaise with the 3rd party contractor directly then the contractor will invoice you directly for their full final cost. Should you wish Fastcom to manage the process then we will pass the final cost plus 10% administration fee to you.
9. Quote excludes variable charges such as calling/toll costs. Calling costs are available on request.