

Epilepsy Alarms Trial Equipment

Terms and Conditions.

- 1. Explanation of Parties involved**
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1. Explanation of Parties involved

- 1.1 In these terms and conditions, "Epilepsy Alarms" is a trading name of Telecare24, whose registered address is 2 Trident Court, East Moors Rd, Cardiff, CF24 5TD.
- 1.2 "The goods" refer to any item of whatsoever nature or part thereof or service which is to be supplied on a trial basis by Epilepsy Alarms UK.
- 1.3 "The Customer" refers to the business or organisation who has requested a trial of any goods supplied by Epilepsy Alarms UK.
- 1.4 "Client User" refers to a third party who has been given authorised access to the goods by the customer.

2. Description of Trial and Duration.

- 2.1 Epilepsy Alarms provides an equipment trial service, whereby the customer can supply the goods to a client user for a limited time to evaluate its suitability.
- 2.2 The duration of the trial is 60 days.
- 2.3 At the end of the trial period, the customer must make arrangements to return the goods to Epilepsy Alarms within 5 working days.
- 2.4 Upon receipt of a trial extension request, you will be sent a ticket number that can be quoted in any further correspondence.
- 2.5 Epilepsy alarms will respond to any extension requests within 2 working days.

3. Liability

- 3.1 Any goods supplied by Epilepsy Alarms are designed to assist in monitoring client users who have Epilepsy.
- 3.2 Any goods supplied in a trial do not replace the need for active care.
- 3.3 Epilepsy Alarms do not guarantee that the goods supplied will detect all seizures.
- 3.4 Epilepsy Alarms accept no liability for any missed seizures that lead to injury or death.

4. Warranty

- 4.1 Epilepsy alarms will supply goods in full working order, with any marks or defects noted and provided to the customer. This may include, but are not limited to, a mobile phone, SIM card and an epilepsy seizure alarm.
- 4.2 All goods supplied for the purpose of the trial remain the property of Epilepsy Alarms.
- 4.3 Upon receipt of the goods, the customer should inspect the goods to ensure they agree with any defect notations provided by Epilepsy Alarms.
- 4.4 The customer must immediately inform Epilepsy Alarms of any additional defects they identify in addition to those already provided by Epilepsy Alarms.
- 4.5 Epilepsy Alarms accepts no responsibility for any defects identified after 1 working day of delivery to the customer.
- 4.6 Upon receipt, the customer accepts full responsibility for the goods.
- 4.7 Once the trial has concluded, the customer must arrange to return the goods to Epilepsy Alarms at their cost.
- 4.8 Once received, Epilepsy Alarms will inspect the goods to ensure they are returned in the same condition as they were supplied.
- 4.9 Epilepsy Alarms reserves the right to levy a charge to the customer if the goods:

4.9.1 Are returned with additional defects.

4.9.2 are lost or stolen during the trial period.

4.9.3 are lost in transit when being returned to Epilepsy Alarms

- 4.10 Any charges levied will be no more than the retail value of the goods supplied plus an administration fee of £25.
- 4.11 All charges must be paid within 28 days from the invoice date.
- 4.12 If during the trial period, the goods develop a fault, Epilepsy Alarms will endeavour to organise a replacement as soon as possible. If additional trial stock is unavailable when a fault develops, Epilepsy Alarms will supply a replacement as quickly as possible thereafter.

4.13 The customer must return any defective goods to Epilepsy Alarms at their own cost.

5. Data Usage

- 5.1 Epilepsy Alarms will supply goods with a SIM card with data services activated when required.
- 5.2 Epilepsy Alarms will cover the cost of data usage for the trial duration up to a maximum of £20 per unit.
- 5.3 Epilepsy Alarms will invoice the customer for any data charges over the amount stated in 5.2. All invoices must be settled within 28 days.
- 5.4 Upon receipt of the goods at the conclusion of the trial period, Epilepsy Alarms will erase all data stored on any device, cloud service or monitoring platform used in the trial.

I, as an authorised signatory, agree to the Terms and Conditions outlined above.

Print Name:

Signature:

Organisation:

Date:

<p>Office Use only</p> <p>Trial agreed by:</p> <p>Date:</p> <p>Equipment:</p> <p>Trial start date:</p> <p>Trial start date:</p>
