

Alfred Ashley Group (AAG) – General Terms & Conditions

Please note that these are general terms and conditions and where a specific set of terms and conditions do exist for a product or service supplied by AAG these T&Cs are designed to supplement them, the specific terms will always take precedence.

Goods, services & Intellectual Property remain wholly owned by AAG unless payment is received in full by the due date, all prices being exclusive of taxes, save those specifically stated.

Goods not received within 5 working days of invoice MUST be immediately highlighted in writing or will be considered received.

If a customer believes any invoice or charge to be incorrect, they must give written notice within 7 days of receipt of invoice, statement or charge (whichever is the earliest), identifying those charges in dispute, the reasons for the dispute and provide to AAG any supporting evidence reasonably necessary to substantiate the claim.

Unless otherwise specified, ALL Internet & Point to Point Data/Voice lines will have a minimum term of 36 months, with a 90-day notice period prior to the anniversary.

Unless otherwise specified ALL Broad-Band/PSTN & other voice products will have a minimum term of 12 months with a 30-day notice period prior to the anniversary.

All other products/services & those on a 30-day rolling contract, require a minimum notice of cancellation period of 30-days.

Exclusions: Builders works, Making Good, Rubbish removal.

BACS/Online/International Payment - **** ALWAYS TELEPHONE TO VERIFY ACCOUNT DETAILS OR CHANGES ****

For additional T&Cs please visit www.aag-uk.com or contact AAG Finance on finance@aag-uk.com.

Direct debits are collected monthly, this is for information purposes only. The advanced notice period is 10 days and the amount due will be collected by DD by 'TMS RE: ALFRED ASHLEY'

“Providing The Total IT & Communications Solution”

Website: www.AAG-UK.com Email: sales@AAG-UK.com

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