



Bespoke Report Design Service Terms and Conditions

Thank you for requesting a bespoke report (“Deliverable(s)”) from the Sage (UK) Limited (“Sage”) Bespoke Report Design Service (the “Service(s)”). Your (“you”, “your”, the “Customer”) use of this Service is subject to the below terms and conditions (the “Agreement”). For the avoidance of doubt, this Agreement applies in addition to your standard product terms as available on www.sage.com. If you do not accept the provisions within any part of this Agreement, then you should not use the Service.

Within one (1) business day of submitting a request for the Service(s), a Sage representative will use its reasonable endeavours to contact the Customer within this timeframe to discuss the requirements for the Deliverable(s) and validate such requirements, and (if appropriate) will also arrange a secondary call in the form of a design appointment with the Customer (the “Design Appointment”). A confirmation email will be sent to the Customer detailing the date and time of the Design Appointment, as well as a price for the Service(s) where requested by the Customer. Subject to Sage receiving sufficiently detailed information from you, Sage will use its reasonable endeavours to provide a Service to your desired specification in accordance with your reasonable written and verbal instructions.

Sage aims to provide the Deliverable(s) as a final design following the Design Appointment, but shall in any event send the completed Deliverable(s) to the Customer for approval. It shall be the Customer's responsibility to ensure that the Deliverable(s) are in accordance with the specifications provided. Unless notified otherwise in writing by the Customer within seven (7) business days of receipt by the Customer of the Deliverable(s), it shall be deemed to be accepted by the Customer. Following the expiration of this seven (7) business day period, any further changes to the Deliverable(s) requested would incur additional charges. Upon receipt of such notice, the parties shall use their reasonable endeavours to finalise the design of the Deliverable(s) and the Customer agrees to bear Sage's reasonable expenses (if any) for any major changes.

There may be circumstances in which Sage (at its absolute discretion) is unable to produce the necessary Deliverable(s) in accordance with the Customer's requirements. If this is the case Sage shall inform the Customer within a reasonable time that it is unable to produce the necessary Deliverable(s) and (1) suggest appropriate changes (if any) to the Customer's requirements to enable Sage to produce a similar result; or (2) suggest alternative solutions. In the unlikely event that Sage is unable to provide the Deliverable(s), there will be no charge for work undertaken in connection with trying to do so and Sage shall have no further liability in relation to the Deliverable(s).

Please note that Sage reserves the right to make changes to its prices from time to time. Any change affecting the Customer will be notified to the Customer upon receipt of the form to which this Agreement is attached. Sage shall not do any work on the Customer's behalf without first obtaining the Customer's written or verbal consent to such price changes.

Sage shall invoice the Customer for the price agreed with the Customer for the Service(s) upon the Customer's acceptance of the Deliverable(s). Invoices shall be paid within thirty (30) days of the invoice date. In the event that the Customer fails to pay Sage's invoice on or before the due date, Sage may charge interest on the overdue amount at the rate of 1% per annum above the then current base rate of Barclays Bank plc. The Customer should please refer to its software licence



agreement which details Sage's limitation of liability in relation to the software. This limitation shall also be deemed to apply to this Service.

In returning the above information to Sage the Customer consents to the collection and necessary processing by Sage of any personal data in such information (for example, name, email address and any other identifying data) and confirms that (via the signature of the Customer's authorised representative below) the Customer is properly authorised for the above information to be collected by Sage and used to design the necessary Deliverable(s) (as the case may be). All information provided by the Customer will be treated as strictly confidential, is for the sole use of Sage in relation to the Service(s) and will not under any circumstances whatsoever be distributed to any third parties (except as required by law).