

## IT Asset Disposal (ITAD) Terms and Conditions

### 1. Scope of Services

We provide certified IT asset disposal services, including collection, secure data destruction, and environmentally responsible recycling. Free collection is available, subject to the terms outlined in this agreement.

### 2. Basis of Contract

2.1. Each Order Form constitutes an offer by the Customer to purchase services, forming a contract upon our acceptance.

2.2. The Order Form and these Terms together constitute a Data Processing Agreement under applicable legislation.

2.3. If there are inconsistencies between documents, the Order Form takes priority over these Terms.

2.4. A Contract cannot be terminated except in accordance with these Terms.

2.5. Order Forms are valid for 7 days unless otherwise agreed in writing.

### 3. Free Collection

3.1. Free collection is provided if all of the below points are met:

The items match the described assets.

A pre-agreed free collection was scheduled.

The collection is scheduled at a mutually agreed time and location.

3.2. If collected assets do not match descriptions, a £500+VAT fee may apply.

3.3. If assets are deemed as scrap, a collection charge may apply if collection costs exceed scrap value. Generally, if there are at least 25 qualifying assets, collection is free.

### 4. IT Asset Disposal Services

4.1. Services include:

Administration: Collection requests, waste transfer notice and waste certificate of destruction.

Transport: Asset collection is managed by our trusted and experienced agents and staff, ensuring responsible handling and accountability throughout the process. Our commitment to professionalism and integrity gives customers confidence in the safe management of their IT assets

Data Processing: Identification, traceability, and erasure/destruction of data-bearing media.

Asset Recycling: Refurbishment of viable assets and recycling of non-reusable materials.

4.2. We provide IT Asset Disposal (ITAD) certification within 28 days, ensuring prompt and reliable service for our customers. Please note that during periods of high demand, such as Windows end-of-life, school holidays, or the Christmas break, processing times may be extended.

### 5. Customer Responsibilities

5.1. The Customer agrees to:

Provide accurate asset descriptions.

Ensure access to the collection site at the agreed time.

Have an authorized representative sign collection documents.

Notify us of changes/cancellations at least 24 hours in advance; failure to do so incurs a £500+VAT fee.

## 6. Payment Terms

6.1. Services are invoiced monthly in arrears unless otherwise stated.

6.2. If services are not performed due to Customer actions, we reserve the right to invoice for attempted service at our standard rate of £500+VAT.

6.3. Payments are due within 30 days of invoice; late payments incur interest at 4% above Barclays Bank's base rate.

## 7. Data Protection and Security

7.1. The Customer remains responsible for personal data on collected assets until secure erasure/destruction is completed.

7.2. We comply with UK Data Protection Legislation and act as a Processor where applicable.

## 8. Intellectual Property & Confidentiality

8.1. Each party retains intellectual property rights to their respective materials.

8.2. Confidential information will not be disclosed except where required by law.

8.3. We may reference our work with the Customer for marketing purposes.

## 9. Liability

9.1. We are not liable for:

Loss due to incorrect asset descriptions.

Failure to provide an authorized signatory for collection.

Indirect or consequential losses.

9.2. Liability for direct loss/damage is limited to £5000 per contract year.

## 10. Termination

10.1. Contracts may be terminated if:

A party breaches terms and fails to remedy within 10 business days.

A party becomes insolvent.

Payment is not received within 10 business days of a due notice.

## 11. Dispute Resolution

11.1. Disputes shall first be resolved through good faith negotiation.

## 12. Governing Law

12.1. These Terms are governed by the laws of England and Wales, with disputes subject to UK courts.

## 13. Contact Information

For ITAD services inquiries: [support@i-go.life](mailto:support@i-go.life)