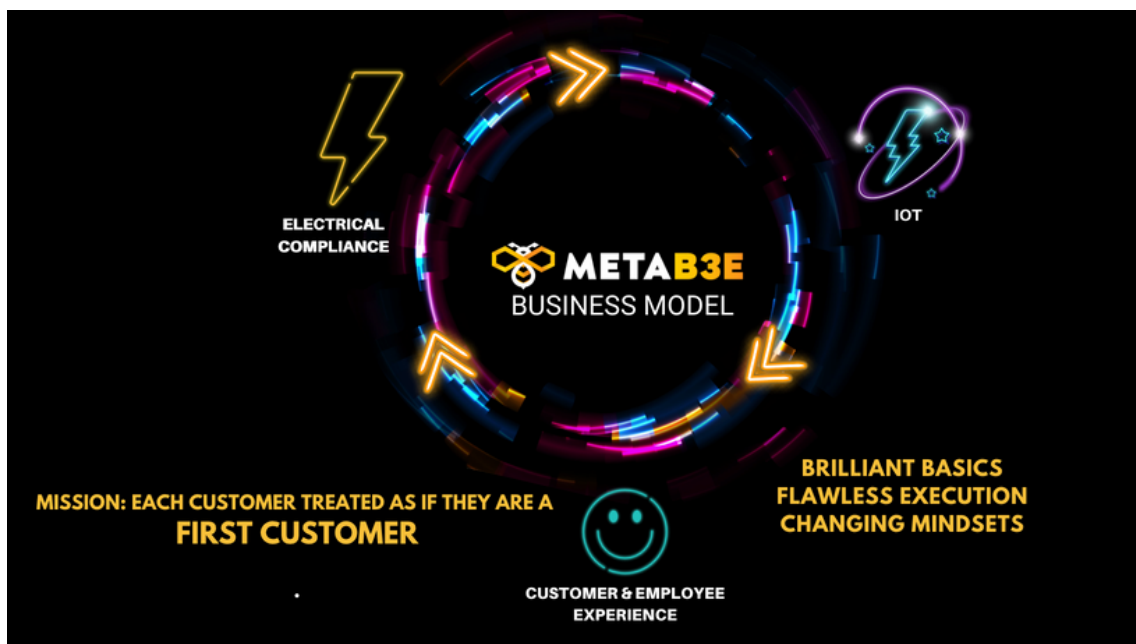


## Customer Terms and Conditions

### About Us at Team MetaB3E

We are a successful disruptor of the Facilities Management Industry – heavily focused on bringing amazing technology (IoT) coupled with safe and reliable compliance services underpinned with best-in-class customer experience.

We are strong builders of relationships and strive to bring laughter and value to every interaction.



At MetaB3E – we could spend hours writing a complex and confusing Terms and Conditions document to protect ourselves, but that’s not our style. We’d rather focus time on improving our products and services, to avoid problems up front; so that you don’t have to see this document again after this first review. Honesty and trust are two of our core values. We want you to understand exactly what you are agreeing to when you enter into a partnership with us, so we are writing our Terms and Conditions as clearly and with as much transparency as we can. Have a read - just incase we've slipped in a Dad joke, or two.

If you need any support with this document, please just reach out to us.

### MetaB3E – Our Partnership with you

These legal terms (English law applies) are between you and MetaB3E. (MetaB3E/us/we) and you agree to them by using the MetaB3E products and services. This agreement can’t be transferred outside of you and us.

## **Providing you with our services**

We will always do our best to send out our engineering/training team, at a time convenient to you, and to meet any last minute requests or changes to the best of our ability. Our team often have to stay overnight, away from their families or drive the length of the country to meet you, so please give us as much notice as possible. There may be times when we need to access our equipment on your property, if this happens, we'll contact you as soon as we can.

Please note that there will be times beyond our control, when our team cannot get to you, such as heavy snow or horrible weather. We'll always do our very best without putting our team in harm's way, and if we think we will be late or have to reschedule, we'll call you as soon as we can.

We will always try our hardest to have our service up and running, though on the rare occasion, that it is not, we will contact you as quickly as we can. We can't be held responsible for any impact to service, but you have our promise that we will do everything in our power to restore peace and harmony, as soon as possible.

We are fully insured to install equipment on commercial premises; we will take care and consideration as we complete installation or maintenance. Our equipment is valuable to us, just as yours is. It's an obvious point to make, but when we install our equipment with you, it remains our equipment and is owned by us. We ask that you do not allow anyone on your premises to tamper with our hardware or software in any way, as this will cause future problems for both you and us, affecting the service you receive, and we may have to charge for damages. As you would expect, our website, software, training material and trademarks are all protected by copyright laws.

If you would like to change or upgrade any part of our services to you, please call us, remembering that these changes may need a repeat (payable visit) or a change to subscription costs. We may need to change or modify the features we provide you at times, normally these will be enhancements. Changes won't always be in our control, though we will let you know as soon as we possibly can, of any that may affect you.

## **Content and data**

It is important not to share login details with others, and to log out of your account at the end of each session. If you believe that someone else has your username or password, please let us know straight away.

You should read this document along with our Data Privacy Document – though the quick points to note are that; MetaB3E will never share your data with anyone that we shouldn't, and we ask that you update us of any important changes to your contact, payment and address information (particularly important when it comes to sending out our team to support you).

Sometimes we will use fully anonymised data for good reason, for example for research or for sharing energy consumption or IoT trends with our customers. This will be at an aggregated level, and will not identify any customers or users.

We are accredited by Cyber Essentials Plus - which is the highest certification available and required with the Government contracts that we are party to. This certification is renewed annually.



## **Payments**

We will share with you a breakdown of how and when to pay us for your service. We strive to make our pricing as simple as possible. Clarity is important. Ordering with us, shows that you accept the breakdown. If anything is unclear, please do speak to us.

Please note that we have 30 day payment terms. Please pay us using the instructions on our invoices. It is easier to be paid by direct debit. This will avoid late payments and additional fees (such as court costs or law fees for recovery). Late payments may have an additional 5% interest above the Bank of England base rate (at the time of writing these Terms, the base rate was at 1.25%) added to the total.

If there are any changes to payment methods, please let us know immediately to avoid embarrassment.

We will be as transparent as we can with any changes to prices. There will be times when our suppliers change their prices. If this means a change to you, we will let you know as soon as we can, and of course, if this sadly causes you to leave us, we will understand.

## **How to contact us**

You can contact us through our website – [www.metaB3E.com](http://www.metaB3E.com)

Email us at [info@metab3e.com](mailto:info@metab3e.com)

Call us on 02034 887272 (or WhatsApp)

*"How does the moon cut his hair? Eclipse it."*

Or write to us at: MetaB3E Ltd, Building 10, Office Suite 5, South Parade, Wakefield, WF1 1LR

We'll contact you back as soon as we possibly can, with the best solution that we can.

## **How to make a complaint**

We believe that most problems can be resolved quickly by talking. Wherever possible, we'll pick up the phone and talk to you, or organise a face to face meeting. We have an active Customer Excellence Team, and pride ourselves on being customer centric - customer experience is a key foundation for us - so please so allow us the opportunity to resolve any issues for you.

Our CXO (Chief Customer Officer) is on hand should you need her. Just call the number above, and ask to speak to Sharon.

This agreement will always be available on our website, or drop us a line and we'll happily share this with you in the best way for you. If we make changes to it that are clearly in your favour, we'll tell you once we've made them. Otherwise we'll give you two months' notice. If you don't agree to these changes, you can let us know and we'll close your account. Please remember that you'll need to pay back any money that you owe us at that point.



### **Closing your account**

To close your account, please get in touch with us. We'll be sorry to lose you. You'll need to repay any money you owe us before we can close your account, and we'll arrange to collect our hardware. Once we've closed it, please remember that you will not be able to access any data from our products or services. At this point, you can request us to delete your user content and files.

We can close your account by giving you at least two months' notice. We may close your account or stop you using our services immediately (or bring charges against you) if we believe you've:

1. broken the terms of this agreement
2. put us in a position where we might break the law
3. broken the law or attempted to break the law
4. given us false information at any time
5. not paid for goods or services (or if you go into insolvency and are unable to pay)
6. have been abusive to anyone at MetaB3E or a member of our wider team.

### **Acceptance of this agreement**

By accepting this agreement with us, you agree that MetaB3E (and our Technical Partners) will not be held responsible for claims, liability, damages or costs arising by you using the service provided. If there is anything in this agreement that is not clear, please do ask before signing, and we will be very happy to talk it through with you.

**Lastly, we are really excited to be entering into a future with you, and to transforming your business through data!**

*Bring on the Dad jokes!!!*

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