

# **Intouch Tech Limited**

## **Schedule 6 - Hardware, Equipment and Managed Device Terms**

*Effective date: 1 April 2026*

This schedule forms part of the Intouch Tech Master Terms and Conditions.

### **1. Application and Scope**

1.1 This Schedule applies where the Company supplies, installs, leases, loans, rents, configures or manages Equipment, including laptops, desktops, servers, firewalls, routers, switches, handsets, accessories and managed device packages.

### **2. Availability and Substitution**

2.1 All Equipment is offered subject to availability, allocation and vendor acceptance.

2.2 The Company may substitute Equipment with an equivalent or successor model where the original model is unavailable, discontinued or commercially impracticable to supply.

### **3. Inspection, Delivery and Return**

3.1 The Customer shall inspect Equipment promptly on delivery and shall notify the Company in writing of any obvious damage, shortage, DOA issue or discrepancy within three Business Days.

3.2 Any return, rejection, exchange or RMA shall be subject to vendor policy, manufacturer terms, restocking fees, condition checks and packaging requirements.

3.3 Bespoke, configured, opened, activated, hygiene-sensitive or special-order items may be non-returnable.

### **4. Warranty**

4.1 Unless expressly stated otherwise, all warranties in respect of Equipment are limited to the benefit of, and subject to the terms of, the relevant manufacturer's or vendor's warranty.

4.2 The Company gives no separate warranty in relation to Equipment beyond clause 4.1 and any installation workmanship warranty expressly stated in the Order Form.

### **5. Managed Devices, Loan and Rental**

5.1 Where Equipment is provided on a loan, rental, lease, subsidy or managed device basis, the Customer shall: (a) keep the Equipment secure, insured and in good condition; (b) not part with possession, reconfigure, dismantle or dispose of the Equipment without consent; and (c) return the Equipment promptly upon demand, expiry or termination.

5.2 The Customer shall be liable for loss, theft, accidental damage, liquid damage, vandalism, misconfiguration, missing accessories, non-return, excessive wear and irrecoverable asset value.

5.3 Where Equipment, handsets, routers, firewalls, devices or installation charges are subsidised, discounted, bundled or amortised across a contractual term, any early termination, migration away, downgrade or breach by the Customer shall trigger immediate repayment of the unamortised balance of that subsidy or discount, as determined by the Company acting reasonably.

### **6. Configuration, Wipe and Reuse**

6.1 The Company may configure, enrol, lock, remote wipe, decommission, redeploy or otherwise manage Equipment supplied under the Agreement where reasonably required for service delivery, security or recovery.

6.2 The Customer is responsible for ensuring that all data required by it is backed up before return, replacement, repair or decommissioning of Equipment.