

INTELUMEN LTD

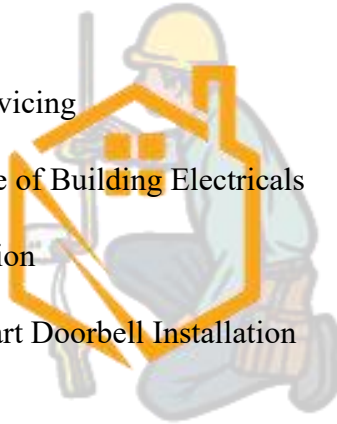
TERMS AND CONDITIONS OF SERVICE

These Terms and Conditions ("Terms") govern the provision of services and sale of products by Intelumen Ltd. ("Intelumen") to its customers. By engaging Intelumen's services or purchasing its products, you agree to abide by these Terms.

1. Scope of Services

Intelumen provides a comprehensive range of electrical and electronics services, including but not limited to:

- General House Wiring
- Sales and Installation of Smart Devices
- CCTV Installation
- AC Installation and Servicing
- Repair and Maintenance of Building Electricals
- UPS Sales and Installation
- Automated Gate & Smart Doorbell Installation
- Electric Fencing
- Other related services in the scope of electricals and electronics



2. Service and Product Specifications

Intelumen is committed to delivering high-quality services and products that meet industry standards and customer expectations. We ensure that all services are performed and products are supplied in accordance with agreed specifications. Any deviations from agreed specifications must be mutually discussed and approved by both parties to ensure customer satisfaction.

3. Payment Terms

To facilitate smooth project execution, payment for Intelumen's services and products follows a structured approach:

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- Eighty percent (80%) of the total project cost is payable before the commencement of the project to cover initial expenses and resource allocation.
- The remaining twenty percent (20%) shall be paid within 20 working days of project completion and acceptance by the customer to ensure timely compensation for completed work.
- In the event of delayed payment, the remaining amount will be subject to a 5% increment every 120 hours until paid in full, encouraging adherence to the agreed payment schedule and minimizing financial strain on both parties.

Intelumen reserves the right to suspend services or impose additional charges for late payments to maintain project momentum and financial stability.

4. Warranty

As part of our commitment to customer satisfaction, Intelumen offers a one-year warranty on the installation of smart home devices. This warranty covers defects in workmanship and materials, providing peace of mind to our customers. In the rare event of issues arising during the warranty period, Intelumen will promptly address and rectify the problem at no extra cost, reaffirming our dedication to quality and reliability.

5. Maintenance Services

Intelumen reserves the right to conduct maintenance on projects or project devices every six months at a fee of GHC 500.00. This proactive maintenance approach ensures the longevity and optimal performance of installed systems, minimizing the risk of downtime and potential issues. Customers will be notified in advance of scheduled maintenance visits to facilitate coordination and minimize disruption to their operations.

6. Limitation of Liability

While Intelumen strives to deliver exceptional services and products, we acknowledge the inherent risks involved in the provision of electrical and electronics solutions. Therefore, we shall not be held liable for indirect, incidental, special, or consequential damages arising from our services or products. This limitation of liability safeguards both parties from unforeseen circumstances and

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underscores the importance of clear communication and mutual understanding throughout the engagement.

7. Customer Responsibilities

To ensure the successful execution of projects, Intelumen relies on the cooperation of our customers. It is the responsibility of the customer to provide accurate and complete information regarding their requirements, premises, and any relevant technical specifications. By fulfilling these responsibilities, customers contribute to the efficient delivery of services and help mitigate potential delays or misunderstandings.

8. Termination of Services

While we strive to foster long-term partnerships with our customers, either party reserves the right to terminate the agreement for services under exceptional circumstances. In the event of a breach of these Terms, the aggrieved party may issue a written notice, allowing the breaching party a reasonable opportunity to remedy the situation. If the breach persists despite such efforts, termination may be pursued to safeguard the interests of both parties.

9. Governing Law

These Terms shall be governed by and construed in accordance with the laws of [Jurisdiction]. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of [Jurisdiction].

10. Amendments

Intelumen reserves the right to modify or amend these Terms at any time to reflect changes in business practices, regulatory requirements, or industry standards. Any amendments will be communicated promptly to our customers through our website or other means of communication. Your continued engagement with Intelumen's services or products following such amendments signifies your acceptance of the revised Terms.

By engaging Intelumen's services or purchasing its products, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions. If you have any questions or concerns, please contact us at intelumenltd@gmail.com.

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