



# Customer Information Pack

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Bi3 | 07/03/2022



Bi3- Experts in Human, Vehicle and Object Detection

Business Insight 3 Ltd, Preston Technology Centre, Marsh Lane, Preston PR1 8UQ

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Registered in England & Wales No. 8946421 | VAT Reg No: 973 9515 7474

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## Bi3 Rebrand

Dear Customer,

We are pleased to inform you that Bi3 has now gone through a rebrand. We now have a new Web-hub which you can use to find the latest information on the Bi3 product range and get access to brochures and technical information. You can also sign up for the Bi3 technical support portal which can help your engineers with various technical guides to support the installation of our product range.

The rebrand comes with new price lists and new products, get in touch with your account manager to get access to these resources and discuss the wider product range available from Bi3.

The rest of this document contains key information about us, including information on our product portfolio and pricing, communications and technical support sign-up links, as well as our terms and conditions. We've also included some key details below, for easy reference.

### Opening Hours

The office is open from 9:00 AM to 5:00 PM Monday to Friday. We're closed Weekends and Bank Holidays

### Product Lead Times

Please be aware that lead times vary between our product ranges, please speak to your Account Manager before ordering to confirm availability.

### Key contact details

Please send orders to:  
[orders@bi3.co.uk](mailto:orders@bi3.co.uk)

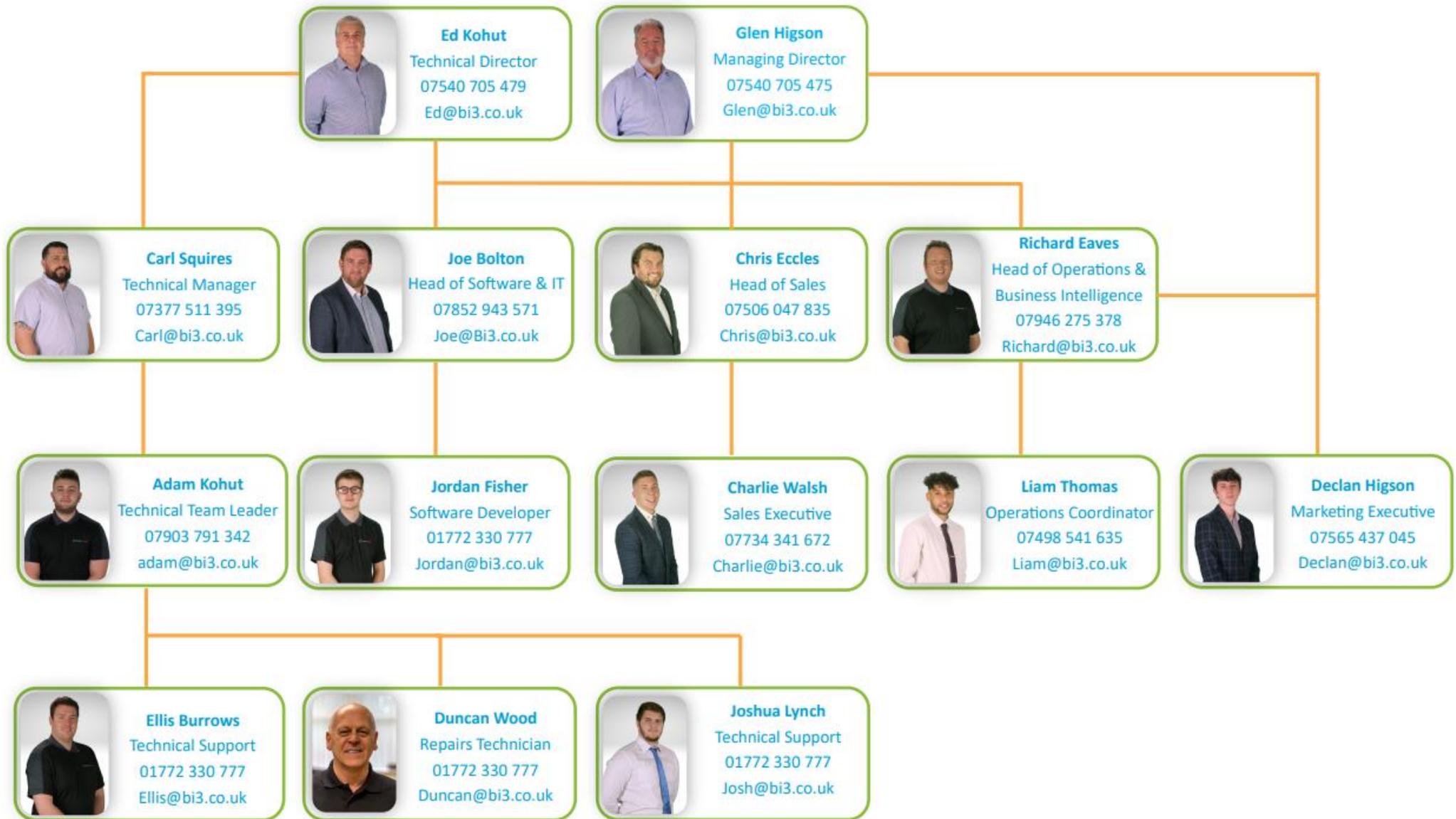
For invoices and statements, it's:  
[accounts@bi3.co.uk](mailto:accounts@bi3.co.uk)

For support, please E-mail:  
[support@bi3.co.uk](mailto:support@bi3.co.uk)  
Or call the office on 01172 330 777  
And select option 2

### Delivery options

- For Mainland UK both Standard Next Day and Pre 12:00 AM Next Day are available.
- For The Republic of Ireland, Scottish Highlands, and Offshore Islands Delivery will take 2 working days.
- Delivery options to Europe and the Rest of the World are available on request.





## BI3: Get in touch



The banner features three icons on the left: a person, a car, and a cube, each inside a rounded square. Below these icons is the text "Experts in Human, Vehicle and Object Detection". To the right, the heading "New Bi3 Web-hub" is followed by the text "Explore the diverse range of products on offer and bespoke solutions for security and Business Intelligence". On the far right, a blue background with a network pattern contains the text "Click here to sign-up!" in orange.

*Click Above for the new Bi3 Web-hub*

## Social Media



*Click the Icon to follow Bi3*

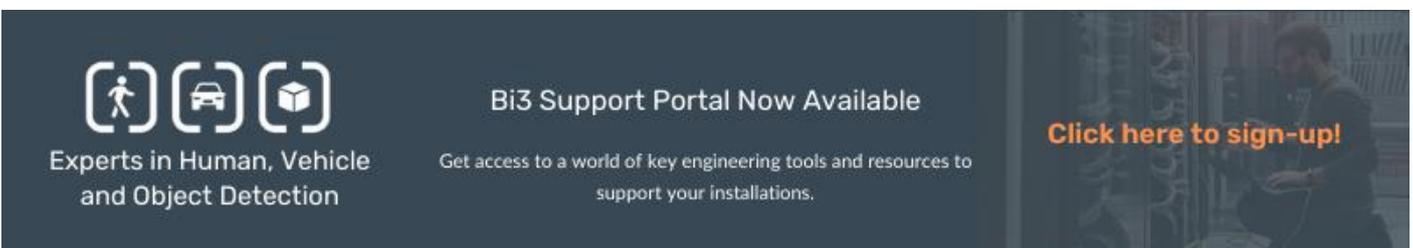
## Communication Opt-in



The banner features the same three icons (person, car, cube) on the left, with the text "Experts in Human, Vehicle and Object Detection" below them. To the right, the heading "Opt-in to Bi3 Communications!" is followed by "Opt-in now and receive the latest news and insights from Bi3 and our manufacturers." On the far right, a background image of a person at a computer monitor contains the text "Click here to sign-up!" in orange.

*Click above to opt into valuable Bi3 Communications*

## Technical Support Portal Opt-in



The banner features the same three icons (person, car, cube) on the left, with the text "Experts in Human, Vehicle and Object Detection" below them. To the right, the heading "Bi3 Support Portal Now Available" is followed by "Get access to a world of key engineering tools and resources to support your installations." On the far right, a background image of a person in a technical setting contains the text "Click here to sign-up!" in orange.

*Click Above to get access to the technical support portal*



## Rental Service

### Why choose our Rental Option?

When providing high-tech security systems and solutions we have identified that often the overall cap-ex purchase price poses a barrier to purchase. Historically, this has resulted in some clients opting for products and solutions that were not what they 'needed' but what they perceived 'affordable' and within budget.

We have therefore considered and introduced an alternative model to this. Moving towards 'Security as a service', allowing you to attain quality products and solutions required, provided on an operating lease, op-ex basis, avoiding the need for a significant up-front cost.

With fast-moving and advancing technology this also provides an opportunity to keep up to date with the latest security technology, meaning you can frequently upgrade and don't have the hassle of aging and potential out-of-warranty security systems.

There are also several financial advantages and benefits to this approach, some of which are listed in the table below.

Benefits for installers:

- 'Security as a service', not a product.
- Adds value to your business.
- Business continuity, cash flow and growth.
- Long term retention of customers / builds long term relationships.
- A unique Business model.

Benefits to End users:

- Reduces cost barrier.
- 100% tax-deductible.
- Increase in size and scope of the system to improve security.
- Utilises OPEX instead of CAPEX.
- Clear forecasting and budgets.

## Orders

To place an order with ourselves, please send your purchase order to [orders@bi3.co.uk](mailto:orders@bi3.co.uk). Please be aware that our lead times vary by product, to ensure that you receive your order in good time, please speak to your account manager or a member of the team prior to placing your order.

For stock items that are available for same day dispatch, the cut off for orders is 3PM. All orders are subject to the terms and conditions included with this document.

Our Bank Details are as follows

Bank: HSBC

Sort Code: 40-37-25

Account No: 24237463

Payment terms are noted on the cover letter of this document.

## Returns

Returns are accepted, within 14 days of delivery, subject to the terms and conditions included with this document.

Items must be received in an as new condition, in their original packaging, at the buyer's expense. Bi3 will only offer credit for returns where the item is not faulty.

Please be aware that items ordered specifically for your order can only be returned subject to Bi3's discretion. If we encounter any restocking charges from our suppliers, we reserve the right to deduct these charges from any credit that we may offer.

## Repairs

If you wish to make use of our repairs service, please call the office on 01772 330 777, or e-mail [repairs@bi3.co.uk](mailto:repairs@bi3.co.uk) with the following details:

- Your Contact details, including:
  - Name
  - Company Name
  - Phone Number
  - E-mail Address
- Make & Model of the item to be repaired
- Serial number of the item
- Any known details regarding the fault.

You will then be given an RMA number to return the item under. Please ship the repair to our office address (at the bottom of this page) with the RMA Number clearly marked on the outside of the packaging.

We will send you an e-mail to let you know that we have received your repair, and will then be in contact once we have assessed the machine fully, usually within 3 working days, to provide a quote. If we need to order any parts in to complete the repair of your item, we will advise you what we expect the lead time to be at this point.

If you wish to proceed with the repair please forward us a purchase order for the value of the quote. If we receive your purchase order before 3PM we will usually be able to ship your item on the same day, unless we have advised you of a lead time previously.

If you do not wish to proceed with the repair, we can either return the unit to you unrepaired for a nominal fee to cover shipping, or we can dispose of it free of charge at your discretion.



## Terms and Conditions

### 1. Interpretation

1.1 For the purposes of this document 'the Company' and "Bi3" both mean Business Insight 3 Ltd and 'Buyer' means any company, organisation or person placing orders for or purchasing goods or services from the Company.

1.2 'Contract' means the legal agreement between the Company and the Buyer to which these terms and conditions relate.

### 2. Basis Of Contract

2.1 These conditions shall govern any Contract between Bi3 and the Buyer to the exclusion of any other terms or conditions and shall supersede any previous terms and conditions issued by Bi3

2.2 Any orders placed by the Buyer which do not state acceptance of these terms and conditions will still be subject to them and any terms or conditions which the Buyer may purport to apply under any offer, order or similar document or in any correspondence and which conflict with these terms and conditions shall be of no effect.

2.3 Any variation of these terms and conditions shall be inapplicable unless agreed in writing by Bi3.

### 3. Delivery

3.1 Dates for delivery are estimates only and are not guaranteed and time is not of the essence in relation to such dates.

3.2 Bi3 will use reasonable endeavours to deliver on the delivery dates requested.

3.3 Bi3 shall have no liability in respect of late delivery of goods ordered

3.4 Where products are delivered in instalments, each delivery will be subject to a delivery charge if the value of the goods to be delivered is below the minimum carriage paid order value (as set from time to time by Bi3) or if delivery by instalments is requested..

3.5 If a delivery of goods is refused then an additional charge for re-delivery will be applied.

### 4. Returns and Cancellations

4.1 Without prejudice to any other provision of these terms and conditions, any order cancelled by the Buyer where such cancellation is accepted by Bi3 will nevertheless incur a cancellation charge to cover any expenses which Bi3 has incurred.

4.2 If the Buyer requests cancellation of an order comprising goods which have been ordered in specifically for the Buyer then the Buyer will be charged and liable to pay at the option of Bi3 either the full invoice value of such goods (in which case the Buyer shall be entitled to supply of the goods) or a cancellation charge which equates to any expenses incurred by Bi3 (including without prejudice to the generality of the foregoing carriage and administration costs) in connection with the cancelled order.

4.3 No goods will be accepted back for credit unless returned at the Buyer's expense and in "as new" condition within original packing and with instructions.

4.4 Bi3 reserves the right to refuse to accept the return of goods from the Buyer if they were ordered specially for the Buyer or are not in "as new" condition, or are not in their original packing or are without instructions originally supplied.

4.5 Bi3 will not accept any request for return or cancellation submitted after 14 days from date of Invoice.



## 5. Guarantees and Repairs.

5.1 Subject to the succeeding provisions of this clause 5, Bi3 will honour a manufacturer's warranty only in respect of goods claimed to be defective, and then only within 24 months from date the relevant goods were invoiced to the Buyer by Bi3.

5.2 Any goods accepted by Bi3 to be faulty out of box will be replaced free of charge.

5.3 Any goods installed which are reported faulty to Bi3 within the period of 24 months referred to in clause 5.1 above shall be offered to Bi3 for repair instead of replacement and if so repaired shall be returned (at Bi3 expense) to and accepted by the Buyer.

5.4 Bi3 shall be entitled to charge to and be paid by the Buyer all costs (including carriage and administration costs) for replacement of or repair or attempted repair of any faults in any goods reported to Bi3 as faulty where the fault has been caused by the Buyer, his employee, contractor or agent, the Buyer's customer or any other third party or by any factor relevant to use of the goods for some purpose other than that or outside the operational parameters for which the goods in question were designed.

5.5 Any notification of a claim for replacement or repair of goods alleged by the Buyer to be faulty must be given or confirmed in writing to Bi3 and thereafter the Buyer shall have a maximum period of 14 days (as to which time shall be of the essence) within which to return the goods to Bi3 if practicable to do so, or, if it is not practicable to return the goods to Bi3, within which to specify why return is not practicable and to offer Bi3 a reasonable opportunity of inspecting the goods in question on site, and failure to comply strictly with the requirements of this clause 5.5 shall be deemed a waiver by the Buyer of all and any claims he may have against Bi3 arising out of or in respect of or relation to the allegedly defective goods and/or the supply thereof.

## 6. Limitations of Liability

6.1 Without prejudice to any other exclusions of liability or other provisions contained in these terms and conditions or other exclusions applicable under Statute or Common Law, Bi3 shall have no liability in respect of any goods alleged to be defective and/or the supply of such goods:-

6.1.1 where the defect has been caused by the buyer, his employee, his sub-contractor, his agent, his customer or any other third party who may have handled or otherwise acted upon the goods after they left the possession of Bi3.

6.1.2 if the goods have not been paid for in full.

6.1.3 where the goods have not been used or assembled in accordance with the manufacturers instructions.

6.1.4 where refurbished goods have been ordered and supplied..

6.1.5 where goods have been short delivered or damaged in transit.

6.1.6 if Bi3 have not been given an opportunity, in circumstances in which the provision of such an opportunity could reasonably have been given, to remedy any matter complained of and for which Bi3 might otherwise have been liable.

6.1.7 where the matter complained of is covered by a policy of insurance issued by the Buyer's insurers.

6.1.8 for any matters which are or were at any relevant time outside Bi3's reasonable control.

6.1.9 for errors in details and/or specification supplied by the Buyer which give rise to failures in systems and/or products.

6.2 Bi3's liability to the Buyer in relation to any one claim shall not exceed the price paid for the goods supplied by Bi3 to which such claim relates and in particular but without prejudice to the

generality of the foregoing Bi3 shall have no liability to the Buyer for:

- a) Consequential Loss (including loss of profit and/or damage to goodwill)
- b) Economic or other similar losses
- c) Damages and indirect losses
- d) Business interruption or loss of business, contracts or opportunity.

6.3 All goods supplied shall be manufactured in accordance with all applicable British Standards which relate specifically to those goods.

6.4 Bi3 may from time to time make changes in the specification of goods which are required to comply with any applicable safety or statutory requirements or which do not materially affect the quality or fitness for purpose of such goods

6.5 Any contractual description of any goods by Bi3 relates to the identity of those goods but only if it relates to a central characteristic of the goods or to a substantial ingredient in their identity.

6.6 Bi3 warrants that goods supplied will at the time of delivery correspond to the description applied to them by Bi3

6.7. Save as herein specifically stated to the contrary all terms, conditions, warranties and representations (whether implied or made expressly) whether by Bi3 its servants or agents or otherwise relating to the quality and/or fitness for the purpose of any goods are excluded to the fullest extent permitted by law.

## 7. Price and Payment.

7.1 Any proposals or quotations issued by Bi3 are valid for a 30 day period..

7.2 Unless stated otherwise all prices quoted exclude carriage charges and VAT which are payable in addition.

7.3 Payment of all sums invoiced shall be due within 30 days of the date of the invoice unless prior terms have been agreed with the buyer. Bi3 shall not be bound to deliver the goods to which an invoice relates until the Buyer has paid for them and if so, required by Bi3 payment shall be made before delivery of goods ordered. Delivery and payment are not concurrent conditions. Time for payment after rendering of an invoice shall be of the essence

7.4 .Late payment by the Buyer shall render the Buyer liable to payment of interest and compensation charges in accordance with the provisions of the Late Payment of Commercial Debt Regulations 2002.

7.5 The Buyer shall pay all invoices fully without any set off, deduction, counterclaim or withholding of monies. If the Buyer fails to make any payment on the due date then without prejudice to any of Bi3 other rights Bi3 may:

7.5.1 suspend or cancel deliveries of any articles due to the Buyer; and/or

7.5.2 appropriate any payment made by the Buyer to such goods supplied under any contract with the Buyer as Bi3 may in its sole discretion think fit.

## 8. Property

8.1 Goods shall be at the Buyer's risk as from delivery.

8.2 In spite of delivery having been made property in the Goods shall not pass from Bi3 until the Buyer shall have paid all sums whatever due from the Buyer to Bi3 in respect of the supply of such goods.

8.3 Until property in goods supplied by Bi3 passes to the Buyer in accordance with clause [0.2] the Buyer shall hold goods supplied by Bi3 and each of them on a fiduciary basis as bailee for Bi3. The Buyer shall store such goods (at no cost to Bi3) separately from all other goods in its possession and

marked in such a way that they are clearly identified as Bi3 property.

8.4 Notwithstanding that goods (or any of them) in the Buyer's possession remain the property of Bi3



the Buyer may sell or use such goods in the ordinary course of the Buyer's business at full market value for the account of Bi3. Any such sale or dealing shall be a sale or use of Bi3 property by the Buyer on the Buyer's own behalf and the Buyer shall deal as principal when making such sales or dealings. Until property in such goods passes from Bi3 the entire proceeds of sale or otherwise of such goods shall be held in trust for Bi3 and shall not be mixed with other money or paid into any overdrawn bank account and shall be at all material times identified as Bi3 money.

8.5 Bi3 shall be entitled to recover the price of the goods plus VAT and any associated charges such as carriage costs notwithstanding that property in any of the goods supplied by Bi3 has not passed from Bi3.

8.6 Until such time as property in goods supplied by Bi3 passes from Bi3 the Buyer shall upon request deliver up to Bi3 such of those goods as have not ceased to be in existence or resold. If the Buyer fails to do so Bi3 may enter upon any premises owned occupied or controlled by the Buyer where such goods are situated and repossess those goods. On the making of such request the rights of the Buyer under clause [0.4] shall cease.

8.7 The Buyer shall not pledge or in any way charge by way of security for any indebtedness any goods which are the property of Bi3. Without prejudice to the other rights of Bi3, if the Buyer does so all sums whatever owing by the Buyer to Bi3 shall forthwith become due and payable.

8.8 The Buyer shall insure and keep insured all goods supplied by Bi3 in which title has not yet passed to the Buyer to the full cost thereof (as chargeable by Bi3) against 'all risks' to the reasonable satisfaction of Bi3 until the date that property in such goods passes from Bi3, and shall whenever requested by Bi3 produce a copy of the policy of insurance. Without prejudice to the other rights of Bi3, if the Buyer fails to do so all sums whatever owing by the Buyer to Bi3 shall forthwith become due and payable.

8.9 The Buyer shall promptly deliver the prescribed particulars of this contract to the Registrar in accordance with the Companies Act 1985 Part XII as amended. Without prejudice to the other rights of Bi3, if the Buyer fails to do so all sums whatever owing by the Buyer to Bi3 shall forthwith become due and payable.

## 9. Insolvency or Other Default of Buyer

If the Buyer fails to make payment for the Goods in accordance with the contract of sale or commits any other breach of the contract of sale or if any distress or execution shall be levied upon any of the Buyer's goods or if the Buyer offers to make any arrangement with its creditors or if any bankruptcy petition is presented against the Buyer or the Buyer is unable to pay its debts as they fall due or if being a limited company any resolution or petition to wind up the Buyer (other than for the purpose of amalgamation or reconstruction without insolvency) shall be passed or presented or if a receiver, administrator, administrative receiver or manager shall be appointed over the whole or any part of the Buyer's business or assets or if the Buyer shall suffer any analogous proceedings under foreign law all sums outstanding in respect of the Goods shall become payable immediately. The Seller may in its absolute discretion and without prejudice to any other rights which it may have:

9.1 suspend all future deliveries of Goods to the Buyer and/or terminate any contract with the Buyer without liability upon its part; and/or

9.2 exercise any of its rights pursuant to clause 8.

## 10. Force Majeure

Bi3 shall be relieved of its obligations hereunder whenever and to the extent to which fulfilment is prevented, frustrated or impeded as a consequence of any cause outside the reasonable control of Bi3 including (but not limited to) Acts of God, fire, flood, war or civil disturbance or riot, acts of

Government, currency restriction or fluctuation, labour disputes, strikes, unavailability of materials or failure of supplier or subcontractor to deliver on time.

#### 11. Proper law of contract

11.1 These terms and conditions and all contracts governed by the same are subject to the law of England and Wales.

11.2 If any dispute or difference shall arise between the parties as to the meaning of any contract governed by these terms and conditions or any matter or thing arising out of or connected with such a contract then if (and only if) Bi3 shall in its absolute discretion so elect it shall be referred to the determination of an arbitrator to be appointed by agreement of the parties or (in default of agreement within 21 days of the service upon one party of a written request to concur in such appointment) by the President for the time being of the Chartered Institute of Arbitrators.

#### 12. Third Party Rights

The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this contract and a person who is not a party to this contract shall have no right under that Act to enforce any term of the contract.



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