



Terms and Conditions

G-Cloud-15

December 2025



Document Control

Document Type	Confidential - Customer Facing		
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Revision History

Issue Date	Author	Version	Revision Description
14/05/2022	Rebecca Gilmour	0.1	Initial Draft
18/05/2022	Rebecca Gilmour	1.0	Final Release
01/05/2024	Jonny Zammer	1.01	Updates for G-Cloud 14
05/05/2024	Jonny Zammer	1.1	Final Release



THIS AGREEMENT is made the [] day of []

BETWEEN:

- 1) Maple Networks Limited a company registered in England under number 11555611 whose main office is at The Metal Box Factory, Great Guildford Street, Southwark, London, SE1 0HS (hereinafter known as the "Supplier") and
- 2) [Name of Customer] Limited a company registered in [Country of Registration] under number [Company Registration number] whose main office is at [Registered office] (hereinafter known as the "Customer").

WHEREAS:

- 1) The Supplier shall supply, and the Customer shall purchase the Goods and Services in accordance with a Scope of Work which is subject to this Agreement.
- 2) The Contract shall be to the exclusion of any other terms and conditions subject to which any such quotation is accepted or purported to be accepted, or any such order is made or purported to be made, by the Customer.

IT IS AGREED as follows:

3) Definitions and Interpretation

- a. In this Agreement the following terms shall have the following meanings:

"Business Day"	means any day other than a Saturday, Sunday or bank holiday;
"Commencement Date"	means the commencement date for this Agreement;
"Confidential Information"	means any and all information disclosed by either party as a result of the provision or receipt of the Services, whether before or during the Agreement, whether commercial, financial, technical or otherwise, in any form whatsoever (including, oral, documentary, electronic or graphic or by demonstration or observation), whether or not that information is marked or designated as confidential or proprietary;
"the Contract"	means the contract for the purchase and sale of the Goods and supply of the Services under this Agreement;

"these Conditions" means the standard terms and conditions of sale set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed in writing between the Customer and the Supplier;

"Data Processing Agreement" means a separate agreement between the Supplier and the Customer that defines the Suppliers responsibility for processing of Personal Data;

"the Delivery Date" means the date on which the Goods and Services are to be delivered as stipulated in the Scope of Work and accepted by the Supplier and the Customer;

"the Goods" means the goods (including any instalment of the goods or any parts for them), as defined in the Scope of Work, which the Supplier is to supply in accordance with this Agreement;

"Intellectual Property" means without limitation patents, trademarks (whether registered or not), registered and unregistered designs, copyright and all similar property (whether in the UK or in any other jurisdiction) relating to any papers, reports, materials, slides, designs, drawings, software or scripts;

"month" means a calendar month;

"Personal Data" means all personal data (as defined in the Data Processing Agreement) gathered by the Supplier or any its agents or subcontractors in the provision of the Services;

"the Services" means the Services to be provided to the Customer as set out in the Scope of Work;

"Scope of Work" means a separate document to be produced for each engagement;

"writing" includes any communications effected by post, electronic mail or any comparable means.

- b. Any reference in this Agreement to a statute or a provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted or extended at the relevant time.
- c. The headings in this Agreement are for convenience only and shall not affect their interpretation.

4) Basis of Sale and Service

- a. The Supplier's employees or agents are not authorised to make any representations concerning the Goods and Services unless confirmed by the



Supplier in writing. In entering into the Contract, the Customer acknowledges that it does not rely on, and waives any claim for breach of, any such representations which are not so confirmed.

- b. No variation to this Agreement shall be binding unless agreed in writing between the authorised representatives of the Customer and the Supplier.
- c. Sales literature, price lists and other documents issued by the Supplier in relation to the Goods and Services are subject to alteration without notice and do not constitute offers to sell the Goods which are capable of acceptance. An order placed by the Customer may not be withdrawn cancelled or altered prior to acceptance by the Supplier and no contract for the sale of the Goods and Services shall be binding on the Supplier unless the Supplier has issued a quotation which is expressed to be an offer to sell the goods and services or has accepted an order placed by the Customer by whichever is the earlier of:
 - i. the Supplier's written acceptance;
 - ii. delivery of the Goods;
 - iii. or
 - iv. the Supplier's invoice.
- d. Any typographical, clerical or other accidental errors or omissions in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Supplier shall be subject to correction without any liability on the part of the Supplier.

5) The Goods

- a. The specification for the Goods shall be those set out in the Scope of Work unless varied expressly in the Customer's order (if accepted by the Supplier). The Goods will only be supplied in the minimum units (or multiples) stated in the Supplier's price list or in multiples of the sales or as specified. Orders received for quantities other than these will be adjusted accordingly. Illustrations, photographs or descriptions whether in catalogues, brochures, price lists or other documents issued by the Supplier are intended as a guide only and shall not be binding on the Supplier.
- b. The Supplier reserves the right to make any changes in the specification of the Goods which are required to conform with any applicable safety or other statutory or regulatory requirements or, where the Goods are to be supplied to the Supplier's specification, which do not materially affect their quality or performance.
- c. No order which has been accepted by the Supplier may be cancelled by the Customer except with the Agreement in writing of the Supplier on the terms that the Customer shall indemnify the Supplier in full against all loss (including loss of profit), costs (including the cost of all labour and materials used), damages, charges and expenses incurred by the Supplier as a result of cancellation.

6) The Services

- a. With effect from the Delivery Date the Supplier shall, in consideration of the Fees being paid in accordance with the Terms of Payment, provide the services

expressly identified in the Scope of Work or otherwise agreed under this Agreement.

- b. The Supplier will use reasonable care and skill to perform the services identified in the Scope of Work or otherwise agreed under this Agreement.
- c. The Supplier shall use all reasonable endeavours to complete its obligations under the Scope of Work, but time will not be of the essence in the performance of these obligations.

7) Price

- a. The price of the Goods and Services shall be the price listed in Scope of Work current at the date of acceptance of the Customer's order or such other price as may be agreed in writing by the Supplier and the Customer.
- b. Where the Supplier has quoted a price for the Goods other than in accordance with the Supplier's published price list the price quoted shall be valid for 30 days only or such lesser time as the Supplier may specify.
- c. The Supplier reserves the right, by giving notice to the Customer at any time before delivery, to increase the price of the Goods and Services to reflect any increase in the cost to the Supplier which is due to any factor beyond the control of the Supplier (such as, without limitation, any foreign exchange fluctuation currency regulation, alteration of duties, significant increase in the costs of labour, materials or other costs of manufacture), any change in delivery dates, quantities or specifications for the Goods and services which are requested by the Customer, or any delay caused by any instructions of the Customer or failure of the Customer to give the Supplier adequate information or instructions.
- d. Except as otherwise stated under the terms of any Scope of Work or in any price list of the Supplier, and unless otherwise agreed in writing between the Customer and the Supplier, all prices are inclusive of the Supplier's charges for packaging and transport as specified in the Scope of Work.
- e. The price is exclusive of any applicable value added tax excise, sales or taxes or levies of a similar nature which are imposed or charged by any competent fiscal authority in respect of the Goods and Services, which the Customer shall be additionally liable to pay to the Supplier.

8) Payment

- a. All payments required to be made pursuant to this Agreement by either party shall be made within 30 days of the date of the relevant invoice, without any set-off, withholding or deduction except such amount (if any) of tax as that party is required to deduct or withhold by law.
- b. The time of payment shall be of the essence of this Agreement. If the Customer fails to make any payment on the due date in respect of the price or any other sum due under this Agreement then the Supplier shall, without prejudice to any right which the Supplier may have pursuant to any statutory provision in force from time to time, have the right to charge the Customer interest on a daily basis at an



annual rate equal to the aggregate of three (3) percent and the base rate of the Bank of England from time to time on any sum due and not paid on the due date. Such interest shall be calculated cumulatively on a daily basis and shall run from day to day and accrue after as well as before any judgement.

- c. All payments shall be made to the Supplier as indicated on the form of acceptance or invoice issued by the Supplier.

9) Delivery and Performance

- a. Delivery of the Goods shall be made by the Supplier delivering the Goods to the place in the United Kingdom specified in the Scope of Work.
- b. The Delivery Date is approximate only and time for delivery shall not be of the essence unless previously agreed by the Supplier in writing. The Goods may be delivered by the Supplier in advance of the Delivery Date upon giving reasonable notice to the Customer.
- c. If the Customer fails to take delivery of the Goods or any part of them on the Delivery Date and/or fails to provide any instructions, documents, licences, consents or authorisations required to enable the Goods to be delivered on that date, the Supplier shall be entitled upon given written notice to the Customer to store or arrange for the storage of the Goods and then notwithstanding the provisions of Clause 10) of this Agreement risk in the Goods shall pass to the Customer, delivery shall be deemed to have taken place and the Customer shall pay to the Supplier all costs and expenses including storage and insurance charges arising from such failure.
- d. With effect from the Delivery Date the Supplier shall, in consideration of the amount(s) being paid in accordance with the Scope of Work, provide the services expressly identified in the Scope of Work or otherwise agreed under this Agreement.

10) Non-Delivery of Goods and Services

- a. If the Supplier fails to deliver the Goods or Services and any of them on the Delivery Date other than for reasons outside the Supplier's reasonable control or the Customer's or its carrier's fault:-
 - i. if the Supplier delivers the Goods and Services at any time thereafter the Supplier shall have no liability in respect of such late delivery;
 - ii. if the Customer gives written notice to the Supplier within two (2) business days after the Delivery Date and the Supplier fails to deliver the Goods and Services within ten (10) Business Days after receiving such notice the Customer may cancel the order and the Supplier's liability shall be limited to the excess (if any) of the cost of the Customer (in the cheapest available market) of similar goods to those not delivered over the price of the Goods not delivered.

11) Risk and Property

- a. Risk of damage to or loss of the Goods shall pass to the Customer at:
 - i. in the case of Goods to be delivered at the Supplier's premises, the time when the Supplier

notifies the Customer that the Goods are available for collection;

- ii. in the case of Goods to be delivered otherwise than at the Supplier's premises, the time of delivery or, if the Customer wrongfully fails to take delivery of the Goods, the time when the Supplier has tendered delivery of the Goods; or
 - iii. in the case of goods being installed by the Supplier, the time that the Supplier notifies the Customer that the installation is complete.
- b. Notwithstanding delivery and the passing of risk in the Goods, or any other provision of this Agreement, legal and beneficial title of the Goods shall not pass to the Customer until the Supplier has received in cash or cleared funds payment in full of the price of the Goods.
 - c. Until payment has been made to the Supplier in accordance with this Agreement and title in the Goods has passed to the Customer, the Customer shall be in possession of the Goods as bailee for the Supplier and the Customer shall store the Goods separately and in an appropriate environment, shall ensure that they are identifiable as being supplied by the Supplier and shall insure the Goods against all reasonable risks.
 - d. In the event that the Customer sells or transfers the Goods to a third party before legal and beneficial title has passed to him under this Agreement, the proceeds of the sub-sale or transfer (or such proportion as is due to the Supplier) shall be held by the Customer on behalf of the Supplier. The Customer shall ensure that such moneys are held separately from, and are in no way mixed with, any other moneys or funds, and that all moneys held on the Supplier's behalf are identified as such.
 - e. The Supplier may, in accordance with the provisions of the Companies Act 1985, register any charge created by this Agreement.
 - f. The Customer shall not be entitled to pledge or in any way charge by way of security for any indebtedness any of the goods which remain the property of the Supplier, but if the Customer does so all money owing by the Customer to the Supplier shall (without prejudice to any other right or remedy of the Supplier) forthwith become due and payable.
 - g. The Supplier reserves the right to repossess any Goods in which the Supplier retains title without notice. The Customer irrevocably authorises the Supplier to enter the Customer's premises during normal business hours for the purpose of repossessing the Goods in which the Supplier retains title and inspecting the Goods to ensure compliance with the storage and identification requirements of Sub-clause 11) c.
 - h. The Customer's right to possession of the Goods in which the Supplier maintains legal and beneficial title shall terminate if:
 - i. The Customer commits or permits any material breach of his obligations under this Agreement;
 - ii. The Customer enters into a voluntary arrangement under Part 1 of the Insolvency Act 1986, or any other scheme or arrangement is made with his creditors;



- iii. The Customer is or becomes the subject of a bankruptcy order or takes advantage of any other statutory provision for the relief of insolvent debtors;
- iv. The Customer convenes any meeting of its creditors, enters into voluntary or compulsory liquidation, has a receiver, manager, administrator or administrative receiver appointed in respect of its assets or undertaking or any part thereof, any documents are filed with the court for the appointment of an administrator in respect of the Customer, notice of intention to appoint an administrator is given by the Customer or any of its directors or by a qualifying floating charge-holder (as defined in paragraph 14 of Schedule B1 of the Insolvency Act 1986), a resolution is passed or petition presented to any court for the winding up of the Customer or for the granting of an administration order in respect of the Customer, or any proceedings are commenced relating to the insolvency or possible insolvency of the Customer.

12) Assignment

- a. The Supplier may assign the Contract or any part of it to any person, firm or company.
- b. The Customer shall not be entitled to assign the Contract or any part of it without the prior written consent of the Supplier.

13) Defective Goods

- a. If on delivery any of the Goods are defective in any material respect and either the Customer lawfully refuses delivery of the defective Goods or, if they are signed for on delivery "condition and contents unknown" the Customer gives written notice of such defect to the Supplier within three (3) Business Days of such delivery, the Supplier shall at its option:-
 - i. replace the defective Goods within ten (10) Business Days 9 (subject to availability) of receiving the Customer's notice; or
 - ii. refund to the Customer the price for the goods which are defective;
 - iii. but the Supplier shall have no further liability to the Customer in respect thereof and the Customer may not reject the Goods if delivery is not refused or notice given by the Customer as aforesaid.
- b. No Goods may be returned to the Supplier without the prior Agreement in writing of the Supplier. Subject thereto any Goods returned which the Supplier is satisfied were supplied subject to defects of quality or condition which would not be apparent on inspection shall either be replaced free of charge or, at the Supplier's sole discretion the Supplier shall refund or credit to the Customer the price of such defective Goods but the Supplier shall have no further liability to the Customer.
- c. The Supplier shall be under no liability in respect of any defect arising from fair wear and tear, or any wilful damage, negligence, subjection to normal conditions, failure to follow the Supplier's instructions

(whether oral or in writing), misuse or alteration of the Goods without the Supplier's approval, or any other act or omission on the part of the Customer, its employees or agents or any third party.

- d. Subject as expressly provided in this Agreement, and except where the Goods are sold under a consumer sale, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.
- e. The Customer shall be responsible to ensure that, except to the extent that instructions as to the use or sale of the Goods are contained in the packaging or labelling of the Goods, any use or sale of the Goods by the Customer is in compliance with all applicable statutory provisions and that handling and sale of the Goods by the Customer is carried out in accordance with directions given by the Supplier or any competent governmental or regulatory authority. The Customer will indemnify the Supplier against any liability loss or damage which the Supplier might suffer as a result of the Customer's failure to comply with this condition.

14) Customer's Default

- a. If the Customer fails to make any payment on the due date then, without prejudice to any other right or remedy available to the Supplier, at its discretion, the Supplier shall be entitled to:-
 - i. cancel the order or suspend any further deliveries of Goods and Services to the Customer;
 - ii. appropriate any payment made by the Customer for such of the Goods and Services (or the goods supplied under any other contract between the Customer and the Supplier) as the Supplier may think fit (notwithstanding any purported appropriation by the Customer); and

This condition applies if:-

- iii. the Customer fails to perform or observe any of its obligations hereunder or is otherwise in breach of the Contract; or
 - iv. the Customer becomes subject to an administration order or makes any voluntary arrangement with its creditors (within the meaning of the Insolvency Act 1986) or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation; or
 - v. an encumbrancer takes possession, or a receiver is appointed, of any of the property or assets of the Customer; or
 - vi. the Customer ceases, or threatens to cease, to carry on business; or
 - vii. the Supplier reasonably apprehends that any of the events mentioned above is about to occur in relation to the Customer and notifies the Customer accordingly.
- b. If the above condition applies then, without prejudice to any other right or remedy available to the Supplier, the Supplier shall be entitled to cancel the Contract or suspend any further deliveries under the Contract without any liability to the Customer, and if the Goods have been delivered but not paid for the price shall become immediately due and payable



notwithstanding any previous Agreement or arrangement to the contrary.

15) Liability

- a. Except in respect of death or personal injury caused by the Supplier's negligence, the Supplier will not be liable for any representation, implied warranty, condition or other term, or any duty at common law or under express terms of this contract, be liable for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the Company's servants or agents or otherwise) which arise out of or in connection with the supply of the Goods and Services.
- b. The Customer shall indemnify the Supplier against all damages, costs, claims and expenses suffered by arising from loss or damage to any equipment (including that of third parties) caused by the Customer, or its agent or employees.
- c. Where the Customer consists of two or more persons such expression throughout shall mean and include such two or more persons and each or any of them. All obligations on the part of such a Customer shall be joint and several obligations of such persons.
- d. The Supplier shall not be liable to the Customer or be deemed to be in breach of this Agreement by reason of any delay in performing, or any failure to perform, any of the Supplier's obligations if the delay or failure was due to any cause beyond the Supplier's reasonable control.

16) Data Protection

- a. All data provided by the Customer will be processed in accordance with the Supplier's Data Processing Agreement.

17) Confidentiality

- a. The Supplier and the Customer undertakes not to use the Confidential Information disclosed by the other party for any purpose except for the purpose of delivering or receiving the Services, without first obtaining the written agreement of the other party.
- b. The Supplier and the Customer undertakes to keep the Confidential Information disclosed by the other party secure and not to disclose it to any third party, except to its employees and professional advisers involved in delivering the Services, who know they owe a duty of confidence to the other party and who are bound by obligations equivalent to those in clause a above and this clause b.
- c. The undertakings in clauses a and b above apply to all of the information disclosed by each of the parties to the other, regardless of the way or form in which it is disclosed or recorded but they do not apply to:
 - i. any information which is or in future comes into the public domain (unless as a result of the breach of this Agreement); or
 - ii. any information which is already known to the receiving party and which was not subject to any obligation of confidence before it was disclosed to the Recipient by the other party.
- d. Nothing in this Agreement will prevent the receiving party from making any disclosure of the Confidential

Information required by law or by any competent authority.

- e. The receiving party will, on request from the other party, return all copies and records of the Confidential Information disclosed by the other party to the Recipient and will not retain any copies or records of the Confidential Information disclosed by the other party.
- f. Neither this Agreement nor the supply of any information grants the receiving party any licence, interest or right in respect of any Intellectual Property rights of the other party except the right to copy the Confidential Information disclosed by the other party solely for the purpose of delivering or receiving the Services.
- g. The undertakings in clauses a and b will continue in force for 5 years from the date of termination of this Agreement.

18) Communications

- a. All communications between the parties about the Agreement shall be in writing and delivered by hand or sent by pre-paid first class post or sent by electronic mail:
 - i. (in the case of communications to the Supplier) to its main office or such changed address as shall be notified to the Customer by the Supplier; or
 - ii. (in the case of the communications to the Customer) to the main office of the addressee (if it is a company) or (in any other case) to any address of the Customer set out in any document which forms part of the Contract or such other address as shall be notified to the Supplier by the Customer.
- b. Communications shall be deemed to have been received:
 - i. if sent by pre-paid first class post, three Business Days after posting (exclusive of the day of posting); or
 - ii. if delivered by hand, on the day of delivery; or
 - iii. if sent by electronic mail on receipt of a successful delivery receipt.
- c. Communications addressed to the Supplier shall be marked for the attention of Jason Clark, CEO.

19) Intellectual Property

- a. Any Intellectual Property produced or owned by the Supplier used in the delivery of the Services to the Customer, remains the property of the Supplier.
- b. The Customer acknowledges that it has no right to copy or re-use any Intellectual Property of the Supplier unless it receives express permission from an authorised officer of the Supplier in writing.

20) Non-solicitation of Staff

- a. The Customer undertakes that it (including for this purpose any subsidiary or associated company) or any person connected with it will not directly or indirectly recruit as an employee or engage as an independent contractor any person employed or so engaged by the Supplier in connection with the Services provided hereunder for a period of twelve



(12) months after such person last provided services to the Customer.

- b. In the event that the Customer is in breach of the undertaking in sub-clause a, the Customer and Supplier agree that the Customer will pay liquidated damages of a sum equal to 50% of the annual remuneration or payment and any other benefits payable to the relevant individual by the Supplier at the rate payable during the week immediately prior to such individual ceasing to provide services to the Supplier.

21) Force Majeure

- a. In the event that either party is prevented from fulfilling its obligations under this Agreement by reason of any supervening event beyond its control including but not limited to war, national emergency, flood, earthquake, strike or lockout (subject to Sub-clause b) the party shall not be deemed to be in breach of its obligations under this Agreement. The party shall immediately give notice of this to the other party and must take all reasonable steps to resume performance of its obligations.
- b. Sub-clause a shall not apply with respect to strikes and lockouts where such action has been induced by the party so incapacitated.
- c. Each party shall be liable to pay to the other damages for any breach of this Agreement and all expenses and costs incurred by that party in enforcing its rights under this Agreement.
- d. If and when the period of such incapacity exceeds three (3) months, then this Agreement shall automatically terminate unless the parties first agree otherwise in writing.

22) Corrupt Gifts

- a. The Supplier will not offer or give or agree to give to any person employed by the Customer any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or having done or forborne to do, any act in relation to the obtaining or execution of the Agreement or any Scope of Work for the Customer or for showing or forbearing to show favour or disfavour to any person in relation to the Agreement or any other contract for the Customer.

23) Dispute Resolution

- a. It is the intention of the parties to settle amicably by negotiation all disagreements and differences of opinion arising out of this Agreement. Accordingly, it is agreed that the procedure set out in this clause 23) shall be followed in relation to any matter of dispute between the parties.
- b. If any disagreement or difference of opinion arises out of this agreement, the matter shall be disposed of as follows:
 - i. authorised officers of the Supplier and the Customer shall meet to attempt resolution. Should they not meet within fourteen (14) days of the date on which either party convenes a meeting to resolve the matter, or should they not be able to resolve the matter with fourteen (14) days of first meeting; then

- ii. the matter shall promptly be referred by either party to the Managing Partner/Director/Chief Exec each party for immediate resolution.

- c. If, within fourteen (14) days of the matter having been referred in accordance with sub-clause b.ii, no agreement has been reached as to the matter in dispute, the dispute resolution process set out in this clause 23) shall be deemed to have been exhausted in respect of the matter in dispute, and each party shall be free to pursue the rights granted to it by this Agreement in respect of such matter without further reference to the dispute resolution process.
- d. For the avoidance of doubt, this clause 23) shall not prevent either party from seeking interdict or injunctive relief in the case of any breach or threatened breach by the other of any obligation of confidentiality or any infringement by the other of the first-named party's Intellectual Property.

24) Waiver

- a. No waiver by the Supplier of any breach of the Agreement by the Customer shall be considered as a waiver of any subsequent breach of the same or any other provision.

25) Severance

- a. If any provision of this Agreement is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of this Agreement and the remainder of the provision in question shall not be affected thereby.

26) Third Party Rights

- a. A person who is not a party to the Contract shall have no rights under the Contract pursuant to the Contracts (Rights of Third Parties) Act 1999.

27) Governing Law and Jurisdiction

- a. This Agreement shall be governed by the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the English and Welsh courts.

Signed on behalf of the Supplier:

Signed on behalf of the Customer: