



Appstrato SAM & ITAM Support

Terms and Conditions

1. Definitions

“Buyer” means the public sector organisation acquiring the service. “Supplier” means Appstrato Ltd. “Services” means the SAM & IT Asset Management Support as defined in the service definition.

2. Service Delivery

The Supplier will deliver services remotely during UK business hours unless otherwise specified. On-site work may be provided with prior agreement and may incur additional fees.

3. Fees and Payment

Fees are as agreed in the Digital Marketplace call-off or individual purchase order. Payment is due within 30 days from invoice unless otherwise agreed in writing.

4. Buyer Responsibilities

The buyer will provide necessary access, data, and stakeholder engagement to enable service delivery. Delays caused by lack of access may adjust delivery timelines.

5. Confidentiality

Both parties will maintain confidentiality of each other’s information. Supplier will handle buyer information in accordance with data protection law.

6. Intellectual Property

Pre-existing IP remains with the owner. Deliverables created for the buyer are licensed to the buyer for internal use.

7. Liability

The Supplier’s liability is limited to direct losses and capped at the total fees paid for the specific service in the 12 months preceding the claim.

8. Termination

Either party may terminate for material breach with 30 days’ notice if breach is not remedied.

9. Governing Law

This agreement is governed by the laws of England and Wales.