



Roland**Care**[™]

Keeping you open for business



When you have a problem

Roland DG's Customer Service team will arrange the support you need to get your system up and running again as quickly and efficiently as possible.

Call 0845 230 90 60 or

email customerservice@rolanddg.co.uk

Welcome to RolandCare™

Keeping your equipment running smoothly is as important to us as it is to you. We work hard to maintain our reputation for building the most reliable machines in the industry. However, if things do go wrong occasionally, we work just as hard to make them right.

RolandCare™ is our commitment to keeping you open for business.

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What is RolandCare?

RolandCare™ is a comprehensive service and support programme from Roland DG.

Much more than standard “parts & labour” service, RolandCare Service Agreements are designed to provide responsive, flexible and cost effective support to ensure the continuing success of your business.

RolandCare is clear, based on fixed prices and provides guaranteed levels of support for all Roland digital printing, engraving and 3D systems.

No surprises, no fine print.

When you have a problem

Roland DG's Customer Service team will arrange the support you need to get your system up and running again as quickly and efficiently as possible.

Call 0845 230 90 60 or
email customerservice@rolanddg.co.uk



VersaUV LEC-300
UV print & cut



GX-300
Cutter



EGX-360
Engraver

Standard Service Agreement Coverage

Every Roland system includes a standard Roland**Care** Service Agreement for a 12-month fixed period.*

This standard Service Agreement includes telephone and web support, parts and labour and transport costs within the UK mainland.

The standard Service Agreement for printing systems also includes Standard Head Cover.

You can upgrade to an extended Roland**Care** Service Agreement at any time, simply by paying the cost difference.

For details on Roland**Care** for **Digital Printing Systems** please see page 08

For details on Roland**Care** for **Cutting Systems** please see page 14

For details on Roland**Care** for **Engraving Systems** please see page 18

Extended Service Agreement Coverage

You can continue to protect your equipment and your business against a potential loss of revenue after your standard Roland**Care** Service Agreement has expired with an extended Service Agreement service level that suits your business and budget.

Choose from three levels of extended Roland**Care** Service Agreement, each of which guarantees specific response times:

Roland**Care** Gold

Roland**Care** Silver

Roland**Care** Bronze

Details are on page 05.

* Some Roland cutting systems benefit from a 24-month standard Roland**Care** Silver Service Agreement

Pay as You Go

Roland DG also offers a “pay as you go” chargeable service option should you choose not to renew your standard Roland**Care** Service Agreement.

Details are on page 06.

Certified Roland Engineers

Only service engineers certified by Roland are authorised to install and service Roland equipment.

Roland certified engineers undergo extensive training at the Roland DG Academy and must pass a final examination to be certified.

They are required to continually upgrade their skills through ongoing professional development and training to maintain their certification.

For a complete list of certified Roland Service Engineers please visit rolanddg.co.uk/rolandcare.





RolandCare Extended Service Agreement

With a RolandCare Extended Service Agreement package you can protect your equipment from unforeseen problems and your business against a potential loss of revenue after your standard RolandCare Service Agreement has expired.

Extended Service Agreement coverage can be purchased at any time up to four years after the original purchase date.

Packages are purchased in 1-year increments. Benefit from a 5% reduction in total cost when you purchase additional years.

Each of the three RolandCare Service Agreement guarantees specific response times.

From RolandCare Gold service for businesses with time critical deadlines to RolandCare Bronze service when quicker response times are not vital there's a RolandCare service package to suit every business need – and guarantee your peace of mind.

RolandCare Guaranteed Levels of Service

	Technical Support Response	On-site Response (working days)	Preventative Maintenance Visits (inkjet printing systems only)
Gold	1 working hour	Next	2
Silver	3 working hours	2	0
Bronze	4 working hours	4	0

Extended RolandCare Service Agreement Costs

For RolandCare costs for Digital Print Systems, please see page 12.

For RolandCare costs for Cutting Systems, please see page 16.

For RolandCare for 3D & Engraving Systems, please see page 20.

RolandCare Gold	RolandCare Silver	RolandCare Bronze
Guaranteed response times: 1 hour telephone technical support Next day on-site visit if required	Guaranteed response times: 3 hour telephone technical support 2 working days on-site visit if required	Guaranteed response times: 4 hour telephone technical support 4 working days on-site visit if required
Includes: 2 preventative maintenance visits per year (inkjet printing systems only). All parts, labour and transport costs in the UK mainland. All telephone and web support.	Includes: All parts, labour and transport costs in the UK mainland. All telephone and web support.	Includes: All parts, labour and transport costs in the UK mainland. All telephone and web support.

Pay as You Go

Technical support is also available should you choose not to renew your standard RolandCare Service Agreement.

A Roland DG “pay as you go” chargeable Service Agreement option is available for on-site visits by a certified Roland engineer.

All parts and labour in the Pay as You Go option are charged at the current rate:

£325/€375 call-out rate – including the 1st hour of labour.

Thereafter, labour is charged at £125/€145/hour – charged in 30 minute increments.

Parts replacements **are not included** in the call-out or hourly labour rate. All parts are charged at the current rate. **Telephone technical support is free of charge.**

Non-Service Agreement response times

	Technical Support Response (working hours)	On-site Response (working days)	Preventative Maintenance Visits (inkjet printing systems only)
No SLA	Within 10	Within 10 working days	0



Roland**Care** for Digital Printing Systems

Every new Roland DG digital printing system automatically includes a standard 12-month Roland**Care** Service Agreement.

For Roland**Care** Gold, Silver and Bronze response times, please see page 06.

Standard Roland**Care** Service Agreement systems coverage:

Printer and Ancillaries

- All mechanical, electrical and electronic components
- Printing heads and ink train when used with appropriate and recognised ink systems and when maintained within Roland guidelines
- External drying units
- Chassis, covers and fittings
- Take Up Systems



PC and Software*

- Roland supplied PC hardware and operating system
- Roland supplied software RIP (Raster Image Processor)
- Roland supplied ancillary software, including drivers and colour profiles

* In the event of a PC or RIP fault Roland may return the system to its installation condition, which may include reformatting the hard drive(s) and removing any customer installed software and hardware. The customer will be responsible for backing up and restoring any image data files and any additional software applications. Due to the continuous and rapid development of PC hardware, Roland cannot provide Roland**Care** cover for Roland supplied PCs older than 3 years from the original installation date.

Standard Roland**Care** Service Agreement also includes:

- Telephone, email and web support for hardware, software and Roland consumables
- Service loan schemes
- System upgrades – physical, system and software when available

Exclusions

Roland**Care** Service Agreement does **not** include:

- Printer consumable items such as waste bottles, cutting blades and media
- Accidentally or maliciously caused physical damage
- Damage to printing heads or ink supply systems caused by inappropriate ink use
- Support for non-Roland supplied products
- Computer virus infections; problems caused by network configurations, including firewall/anti-virus software; environmental and power related issues
- Damage to equipment caused in transit, if method of transit has not been agreed by Roland DG or an approved logistics company



VersaCAMM™ VP-540
**Fastest entry level
print & cut**



SolJet™ Pro III XJ-740
**High production, outstanding
performance 6-colour printer**

Standard and Premium Head Cover

Standard Head Cover

Standard head cover is automatically included in the 12-month standard Roland**Care** Service Agreement package received on the purchase of a new printing system.

Standard head cover is also included in extended Roland**Care** Gold, Silver and Bronze Service Agreements.

Standard Head Cover includes:

- Printing heads that fail within their life expectancy, which is defined in ink droplets*

* Life expectancy of a printing head as defined in ink droplets is available on request. Please contact Customer Service on 0845 230 90 60. Premium head cover is recommended if exceeding the number of ink droplets is expected.

Exclusions

Standard Head Cover does **not** include:

- Damage caused by the head striking the printing substrate or media clamps
- Improper use such as the use of non-Roland specified cleaning solvents, inks or processes
- Improper operation of the Roland system, which is defined in the machine's user manual
- The use of printing substrates that cause or are likely to cause damage to the head



SolJet™ Pro III XC-540
**High productivity
 print & cut**



VersaArt™ RS-640
**Most affordable high
 production 64" printer**

Premium Head Cover

Premium head cover is recommended for demanding production environments in which inkjet printers are in constant use and where the printing head's life expectancy could be exceeded.*

Premium Head Cover can only be added to RolandCare Gold, Silver or Bronze Service Agreements. It cannot be purchased separately.

Premium Head Cover includes:

- Printing heads that fail within their life expectancy, which is defined in ink droplets.*
- Damage caused by the head striking acceptable printing substrates. Acceptable substrates are defined as "of a quality that will not impeded the operation of the machine," as outlined in the User's Manual.
- Printing heads that fail outside their life expectancy, which is defined in ink droplets.*

Please contact Roland Customer Service on 0845 230 90 60 if you are unsure about a substrate's suitability.

* Life expectancy of a printing head as defined in ink droplets is available on request. Please contact Customer Service on 0845 230 90 60. Premium head cover is recommended if exceeding the number of ink droplets is expected.



Extended RolandCare Service Agreement Pricing for Printing Systems*

You can increase your level of cover at any time. You can also benefit from 5% reduction in the overall cost when you purchase additional years. Please contact Customer Service on **0845 230 90 60** for details.

Printer Model	RolandCare Gold	RolandCare Silver	RolandCare Bronze	Premium Head Cover
SP-300/300V	£1,315	£936/€1,076	£755/€868	£503
SP-300i	£1,315	£936/€1,076	£755/€868	£503
VP-300/300i	£1,544	£1,090/€1,254	£900/€1,035	£923
SP-540V	£2,116	£1,487/€1,710	£1,256/€1,444	£713
SP-540i	£2,116	£1,487/€1,710	£1,256/€1,444	£713
VP-540/540i	£2,152	£1,520/€1,748	£1,256/€1,444	£1,154
FJ-745	£2,747	£1,939/€2,230	£1,602/€1,842	£1,343
XC-540	£3,090	£2,204/€2,535	£2,036/€2,341	£1,343
XC-540MT	£3,090	£2,204/€2,535	£2,036/€2,341	£1,343
LEC-300	£4,899	£3,699/€4,254	£2,999/€3,449	£1,889
LEC-330	£4,899	£3,699/€4,254	£2,999/€3,449	£1,889
XJ-640	£2,624	£1,941/€2,232	£1,668/€1,918	£1,343
RS-640	£1,799	£1,299/€1,494	£1,099/€1,264	£1,154
SJ-645EX	£3,240	£2,259/€2,598	£2,002/€2,302	£1,343
XJ-740	£2,834	£2,099/€2,414	£1,835/€2,110	£1,343
SJ-745EX	£3,261	£2,259/€2,598	£2,002/€2,302	£1,343
SC-545EX	£3,773	£3,087/€3,550	£2,574/€2,960	£1,448
SC-545EX(W)	£3,773	£3,087/€3,550	£2,574/€2,960	£1,448
FP-740	£3,900	£2,860/€3,289	£2,340/€2,691	£1,889
AJ-740/740i	£5,511	£3,968/€4,563	£3,275/€3,766	£2,624
AJ-1000/1000i	£6,614	£4,629/€5,323	£3,766/€4,331	£2,624

* Prices exclude VAT



RolandCare for Cutting Systems

Every new Roland DG cutting system automatically includes a standard 12-month RolandCare Service Agreement. Selected Roland cutting systems benefit from a 2-year RolandCare Service Agreement.*

* New Roland GX-24, GX-300 and GX-500 cutters automatically include RolandCare Silver Service Agreement for 2 years from date of purchase.

For RolandCare Gold, Silver and Bronze response times, please see page 06.

Standard RolandCare Service Agreement
cutting systems coverage:

Cutter and Ancillaries

- All mechanical, electrical and electronic components
- Chassis, covers and fittings

PC and Software*

- Roland supplied PC hardware and operating system
- Roland supplied cutting software
- Roland supplied ancillary software, including printer/cutter drivers



* In the event of a PC or RIP fault Roland may return the system to its installation condition, which may include reformatting the hard drive(s) and removing any customer installed software and hardware. The customer will be responsible for backing up and restoring any image data files and any additional software applications. Due to the continuous and rapid development of PC hardware, Roland cannot provide RolandCare cover for Roland supplied PCs older than 3 years from the original installation date.

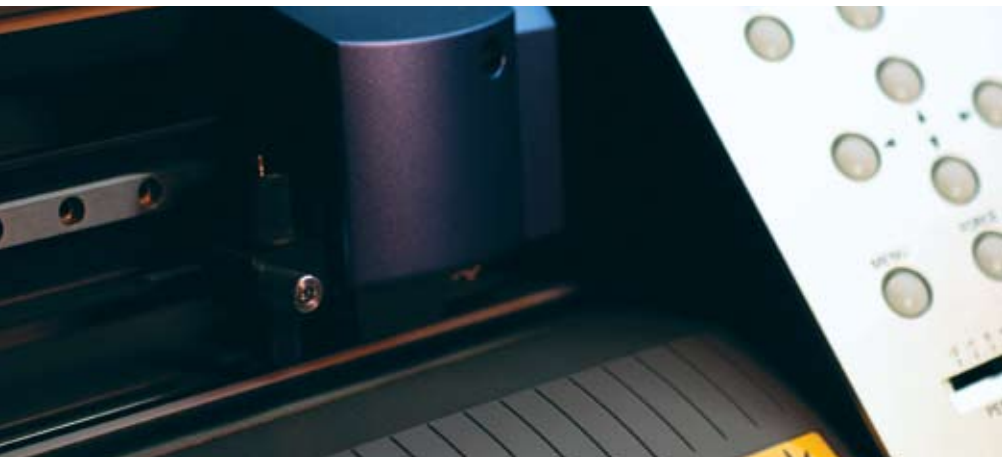
Standard Roland**Care** Service Agreement also includes:

- Telephone, email and web support for hardware, software and Roland consumables
- On-site and off-site training where applicable
- Service loan scheme
- System upgrades – physical, system and software when available

Exclusions

Roland**Care** Service Agreement does **not** include:

- Cutter consumable items such as blades, blade holders and cutter protection strips
- Accidentally or maliciously caused physical damage
- Damage to cutting system caused by inappropriate use
- Support for non-Roland supplied products
- Computer virus infections; problems caused by network configurations, including firewall/anti-virus software; environmental and power related issues



Extended RolandCare Service Agreement Pricing for Cutting Systems*

Return to Base Option

A “Return to Base” option is available for selected Roland cutters. With the purchase of this extended Service Agreement RolandCare option, Roland will arrange for the collection and returned delivery of that machine.

The customer will ensure that the cutter is packaged in its original box, or similar, before collection to ensure its safety in transit. All transport costs are included in this RolandCare option.

You can increase your level of cover at any time. You can also benefit from 5% reduction in the overall cost when you purchase additional years. Please contact Customer Service on **0845 230 90 60** for details.

Cutter Model	RolandCare Gold	RolandCare Silver	RolandCare Bronze	Return to Base
CX-24	n/a	n/a	n/a	£199
GX-24	n/a	n/a	£259	£199
CX-300	n/a	n/a	£299	n/a
GX-300	n/a	n/a	£299	n/a
CX-500	n/a	n/a	£389	n/a
GX-500	n/a	n/a	£389	n/a
SX-8	n/a	n/a	n/a	£131
SV-8	n/a	n/a	n/a	£131
SX-12	n/a	n/a	n/a	£154
SV-12	n/a	n/a	n/a	£154
SX-15	n/a	n/a	n/a	£199

* Prices exclude VAT



Roland**Care** for Engraving & 3D Systems

Every new Roland DG engraver or 3D milling/scanning system automatically includes a standard 12-month Roland**Care** Service Agreement.

For Roland**Care** Gold, Silver and Bronze response times, please see p.06.

Standard Roland**Care** Service Agreement engraving & 3D systems coverage:

System and Ancillaries

- All mechanical, electrical and electronic components
- Chassis, covers and fittings

PC and Software*

- Roland supplied PC hardware and operating system
- Roland supplied software
- Roland supplied ancillary software, including drivers

*In the event of a PC or RIP fault Roland may return the system to its installation condition, which may include reformatting the hard drive(s) and removing any customer installed software and hardware. The customer will be responsible for backing up and restoring any image data files and any additional software applications. Due to the continuous and rapid development of PC hardware, Roland cannot provide Roland**Care** cover for Roland supplied PCs older than 3 years from the original installation date.

Standard Roland**Care** Service Agreement also includes:

- Telephone, email and web support for hardware, software and Roland consumables
- Service loan scheme
- System upgrades – physical, system and software when available

Exclusions

Roland**Care** Service Agreement does **not** include:

- Consumable items such as tools, drive belts, spindle motors and cutting mats
- Accidentally or maliciously caused physical damage
- Damage to system caused by inappropriate use
- Support for non-Roland supplied products
- Computer virus infections; problems caused by network configurations, including firewall/anti-virus software; environmental and power related issues

Extended Roland**Care** Service Agreement Pricing for Engraving & 3D Systems*

Return to Base Option

A “Return to Base” option is available for selected Roland engravers or 3D systems. With the purchase of this extended Service Agreement Roland**Care** option, Roland will arrange for the collection and returned delivery of that machine.

The customer will ensure that the machine is packaged in its original box, or similar, before collection to ensure its safety in transit. All transport costs are included in this Roland**Care** option.

You can increase your level of cover at any time. You can also benefit from 5% reduction in the overall cost when you purchase additional years. Please contact Customer Service on **0845 230 90 60** for details.



Other Models

Model	Roland Care Gold	Roland Care Silver	Roland Care Bronze	Return to Base
MPX-70	n/a	n/a	n/a	£199
MPX-80	n/a	n/a	n/a	£199

Engravers

Engraver Model	RolandCare Gold	RolandCare Silver	RolandCare Bronze	Return to Base
EGX-20	n/a	n/a	n/a	£199
EGX-30A	n/a	£355	n/a	n/a
EGX-300	n/a	£380	£308	n/a
EGX-350	n/a	£495	£405	n/a
EGX-360	n/a	£960	£840	n/a
EGX-400	n/a	£740	£612	n/a
EGX-600	n/a	£988	£815	n/a

3D Systems

3D Model	RolandCare Gold	RolandCare Silver	RolandCare Bronze	Return to Base
MDX-15	n/a	n/a	n/a	£199
MDX-20	n/a	n/a	n/a	£199
TS-30	n/a	£550	£440	n/a
MDX-40	n/a	£550	£440	n/a
MDX-500	n/a	£1,605	£1,301	n/a
MDX-650	n/a	£1,976	£1,602	n/a
MDX-540	£2,148	£1,575	£1,288	n/a
LPX-60	n/a	£583	£473	n/a
LPX-250	n/a	£881	£693	n/a
LPX-600	n/a	£991	£793	n/a
LPX-1200	n/a	£1,575	£1,288	n/a
JWX-10	n/a	£735	£539	n/a
JWX-30	£1,500	£1,100	£900	n/a

* Prices exclude VAT

RolandCare Terms and Conditions

Roland DG (UK) Limited ("RDG")

RolandCare Contract (the "Contract")

RDG agrees subject to contract approval to provide equipment maintenance services as described in clauses 1.1 and 1.2 upon the following Terms and Conditions.

1.1 The Service

1.1.1 RDG or an authorised representative of RDG shall upon notification of a fault by a customer, which is covered by the Contract and verification by RDG, travel to the customer's site and provide time and materials necessary to maintain the equipment covered under the Contract in good working order, in RDG's reasonable opinion. Any replacement parts will be new or reconditioned.

1.1.2 RDG shall use its reasonable endeavours to minimise service interruption while it is seeking to diagnose and correct any fault on the equipment. However, in the event that RDG determines that additional parts or resources are required, the service will be interrupted to resume when the parts or resources are available. Temporary repairs requiring the customer to use abnormal operating procedures may be necessary pending a permanent solution.

1.2 Service Loans

If a repair cannot be achieved within 10 working days of the initial engineers visit (which for the avoidance of doubt means between Monday and Friday of each week) RDG will use its reasonable endeavours to arrange, subject to the customer's acceptance of service loan conditions and availability, for a suitable compatible product to be dispatched on loan pending repair of the customer's equipment. Collection of the customer's equipment for workshop repair may be necessary.

1.2.1 Once the customer receives the service loan machine, the customer is legally liable for the machine.

1.3 Technical Improvements

1.3.1 Technical improvements that may be issued by RDG and that are considered by RDG to be necessary to the equipment's normal operation will be carried out at the expense of RDG. Equipment is limited to that to which the fault relates, and is covered by the Contract.

1.3.2 Technical improvements that are considered by RDG to be unnecessary to the equipment's normal operation will be available to the customer as a purchasable option.

1.4 Response Time

Engineers are allocated between 09.00 and 15.00, Monday to Friday, excluding public holidays and the period between 25th December and the next working day of the following year. Requests for engineers must be made before 15.00 hours. Any requests for visits received after 15.00 hours will be scheduled the next working day.

1.4.1 Telephone technical response time is defined as the time elapsed between the customer reporting the fault to Roland Customer Service and the Technical Support Advisor callback.

1.4.2 On-site response time is defined as the time elapsed between Roland's technical support advisors identifying and agreeing with the customer that a Field Service Engineer is required to attend to a fault and the Field Service Engineer arriving at the customers' site.

2. On-site Inspection

If, at any time of application, the customer's equipment is not within its initial service period or the Contract has lapsed or its original service period has lapsed and is currently covered by an unauthorised maintenance company, RDG will carry out an on-site inspection of the equipment and shall also carry out any routine works that are necessary at this time. The on-site inspection and work will be charged to the customer at current time and materials cost.

3. Customer's Obligations

To facilitate the provision by RDG of maintenance services the customer shall:

3.1 keep and operate the equipment in a proper manner and ensure that only competent trained employees are allowed to operate it;

3.2 use the equipment in a suitable environment with proper power supplies and in accordance with the instructions and advice of RDG;

3.3 not make any addition, modification or adjustment to it without RDG's prior written consent;

3.4 maintain and make available to RDG records of the operation, maintenance and any malfunction of the equipment; and

3.5 provide at such times as RDG reasonably requires and at no cost to RDG all documentation, software, materials and services necessary for the maintenance and testing of the equipment, access to the equipment,

use of the customer's workshop and repair facilities and the cooperation of the customer's personnel in diagnosing and overcoming any malfunction of the equipment.

3.6 have the relevant tools (digital camera, web cam and broadband) onsite in order to help fault diagnosis by RDG technical support before scheduling a RDG engineer visit

3.7 attend a RDG Academy course if lack of training is resulting in a high volume of calls to RDG Technical Support

4. Charges

4.1 The Contract charges are specified in the Contract. Any service requested by the customer deemed to be outside the Contract will be charged for by RDG at the current time and materials rate.

4.2 If any sum payable under this Contract is not paid within 30 days of the invoice date, RDG will suspend the Contract, and shall be entitled to charge the customer interest on the amount unpaid from the due date until payment is made in full at either of the following rates at the option of RDG:

4.2.1 the rate of 10% per year, which shall accrue on a daily basis and be compounded monthly;

4.2.2 the rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998.

4.3 Where the payment method is by monthly direct debit and RDG is unable to collect the monies as a result of actions by the customer, RDG reserves the right to suspend the contract until monies are paid up to date.

4.3.1 Please note that should RDG fail to collect three consecutive direct debit payments, payment in full will be required as this is in breach of the RolandCare Terms and Conditions.

4.3.2 Additional charges, including travel, accommodation and subsistence expenses, will apply to customers whose equipment is outside the UK mainland.

5. Termination

5.1 The customer may not terminate this contract. RDG reserves the right to terminate this contract by giving notice in writing to the customer if the latter being the company that has a winding up order made against it or has a receiver or administrator appointed other than for the purposes of bona fide reconstruction or amalgamation or, being an individual, has a bankruptcy order made against him or her.

5.2 Either party may terminate this Contract upon giving 90 days notice to the other in writing save that the Customer shall not be entitled to terminate the Contract within 90 days from the commencement date indicated in the Contract.

5.3 No refund shall be given by RDG in the event of any termination during a period of 90 days from the commencement date.

5.4 Providing 90 days from the commencement date have lapsed a refund shall be given by RDG to the customer based upon the length of time remaining in the Contract period up to a maximum sum equivalent to 40% of the Contract charges for the period shown in the Contract.

5.5 If payment of any sum due under this Contract is not made by the customer within 60 days of the date of the invoice or due date of the monthly direct debit agreement RDG will terminate the Contract immediately.

6. Disclaimer

6.1 Any faults that have been diagnosed by RDG as having been caused by neglect, misuse, failing to follow instructions in the user manual, including routine maintenance, operating the equipment outside of its published specification and environmental criteria, or failing to follow other instructions provided by RDG will be charged to the customer at current time and materials cost, details of which will be provided to the customer upon request.

6.2 RDG reserves the right to void the warranty should a machine be using non-Roland approved consumables.

6.3 If, after inspection by RDG, the equipment is found to be serviceable and the fault is deemed to have been caused by another device not supplied by RDG – e.g., computer, cable, third party consumables, software or hardware configuration – the customer will be charged at the current time and materials cost.

6.4 Consumable items such as pens, media, blades, blade holders, spindle motors and all other items deemed to be consumables are not included under the Contract and the cost of replacing such items shall be borne by the customer.

6.5 RDG shall be under no obligation to provide maintenance service to the customer if the equipment suffers any damage as a result of misuse in any form, or if the equipment is altered in any way from its original specification without the prior written consent of RDG or if the customer has breached clause 3 of the Terms and Conditions.

6.6 Faults which, in the opinion of RDG, were present in the equipment prior to the commencement of this Contract shall not be covered by this Contract.

6.7 If the original product service or previous maintenance contract have lapsed, approval of the new maintenance contract will be subject to the serviceability of the equipment, in respect of which, the decision by RDG shall be final and binding.

6.8 This Contract shall not be binding upon RDG if the equipment is repaired or serviced other than by RDG or an agent authorised by RDG.

6.9 RDG shall have no liability at all for any loss (including consequential loss) or damage of any kind arising from any stoppage, breakdown or failure of the equipment however occasioned.

6.10 RDG shall have no liability for any damage to the customer's property unless occasioned by RDG's negligence.

6.11 If the machine is moved by the customer, the warranty will be void until inspected by an engineer. Call out fee for this inspection is to be paid by the customer. To avoid this, the customer can opt to have the machine can be moved by an approved RDG logistics company.

7. Customer Rights

This Contract shall not be taken to limit or restrict the customer's statutory rights or otherwise.

8. Variation

No variation or amendment of this Contract or oral promise or commitment related to it shall be valid unless committed in writing and signed by or on behalf of both parties.

9. RDG's Right to Assign and Sub-Contract

This contract and all rights under it may be assigned or sub-contracted by RDG. The customer cannot assign any part of this contract without the written authority from RDG.

10. Waiver

The failure by either party to enforce at any time or for any period any one or more of the terms or conditions of this Contract shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this Contract.

11. Third Party Rights

A person or entity who is not a party to this Contract has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Contract.

12. Force Majeure

Both parties shall be released from their respective obligations in the event of national emergency, war, prohibitive governmental regulation or if any other cause beyond the reasonable control of the parties or if either of them renders the performance of this Contract impossible whereupon all money due under this Contract shall become due and immediately repayable:

12.1 the customer shall immediately pay to RDG all arrears of payments;

12.2 each party shall be liable to pay to the other damages for any breach of this Contract and all expenses and costs incurred by that party in enforcing its rights under this Contract.

13. Notices

13.1 Any demand or notice given under this Contract shall be in writing and may be served:

13.1.1 personally;

13.1.2 by registered or recorded delivery mail;

13.1.3 by facsimile transmission (confirmed by post); or

13.1.4 by any other means that any party specifies by notice to the others.

13.2 Each party's address for the service of notice shall be its registered business address.

13.3 A notice shall be deemed to have been served:

13.3.1 if it was served in person at the time of service;

13.3.2 if it was served by post 24 hours after it was posted; and

13.3.3 if it was served by facsimile transmission at the time of transmission.

14. Law and Jurisdiction

The law applicable to this Contract shall be English law and the parties consent to the jurisdiction of the English courts in all matters affecting this Contract.



Roland DG (UK) Ltd

Westway House
Hither Green
Clevedon
North Somerset
BS21 6XT
www.rolanddg.co.uk

Roland Customer Service

0845 230 90 60

customerservice@rolanddg.co.uk

08:30 - 17:30 Monday to Friday

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