



## Rokserv Ltd Terms & Conditions of Supply, Hire & Service

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### Company Details

Rokserv Ltd

Company Number: 07039004

Registered in England and Wales

These Terms and Conditions apply to all goods, equipment hire, services, and contracts supplied by Rokserv Ltd ("Rokserv", "we", "us", "our").

By placing an order, accepting a quotation, hiring equipment, or engaging our services, the customer agrees to be bound by these Terms and Conditions.

### 1. Definitions

Customer means the individual, company or organisation purchasing goods, hiring equipment, or receiving services from Rokserv.

Equipment means any cleaning machines, parts, accessories, or related items supplied by Rokserv.

Services means installation, maintenance, repair, servicing, training, or other work carried out by Rokserv.

### 2. Orders and Quotations

All quotations issued by Rokserv are valid for 30 days unless otherwise stated.

An order is considered accepted when Rokserv confirms acceptance of the order, goods are delivered, equipment is supplied on hire, or services commence.

Rokserv reserves the right to decline or cancel orders at its discretion.

### 3. Pricing

All prices quoted are exclusive of VAT unless otherwise stated.

Delivery, installation, training, and consumables may be charged separately unless specifically included within the quotation.

Prices may be subject to change prior to order confirmation.

### 4. Payment Terms

Unless otherwise agreed in writing, payment is due within 30 days of the invoice date.

Rokserv reserves the right to charge statutory interest and compensation on overdue invoices in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

Rokserv reserves the right to suspend services, equipment support, or further supply where invoices remain unpaid.

Rokserv reserves the right to withdraw credit facilities or require payment in advance at any time where payment terms are not adhere to.  
The customer shall be responsible for any reasonable costs incurred by Rokserv in recovering overdue payments.

## **5. Delivery**

Delivery dates are estimates and may be affected by circumstances beyond Rokserv's control.

Customers must inspect goods on delivery and notify Rokserv of any damage, shortage, or discrepancy within 24 hours of receipt.

Risk in the goods transfers to the customer upon delivery. Title to the good remain with Rokserv Ltd in accordance with clause 6.

## **6. Retention of Title**

All goods supplied remain the property of Rokserv Ltd until payment has been received in full.

Rokserv reserves the right to recover goods where payment has not been made.

## **7. Equipment Hire**

All equipment supplied on hire remains the property of Rokserv Ltd at all times. The hire period begins upon delivery or collection and ends when equipment is returned to Rokserv or collected by Rokserv.

Hire charges continue until the equipment has been returned or made available for collection.

The customer is responsible for the equipment during the hire period and must take reasonable care of it.

The customer shall be liable for any loss, theft, misuse, or damage occurring during the hire period.

Equipment must be returned in a clean and serviceable condition.

Rokserv reserves the right to charge cleaning, repair, or replacement costs where equipment is returned damaged or excessively dirty.

## **8. Use of Equipment**

Equipment must only be used for its intended purpose and operated by trained personnel.

The customer is responsible for ensuring that all operators are competent and appropriately instructed in the safe operation of the equipment.

Rokserv shall not be responsible for damage caused by incorrect or incompatible chemicals, improper battery charging, misuse or negligence, or use of non-approved pads, brushes, or consumables.

## **9. Service Contracts**

Service contracts provide scheduled preventative maintenance unless otherwise agreed.

Service contracts normally exclude consumable items including brushes, pads, squeegee blades, filters, batteries, and cleaning chemicals.

Replacement parts and labour may be chargeable where not covered by warranty or service agreement.

Customers must ensure that equipment is accessible at the agreed service location at the scheduled service time.

Abortive or missed service visits due to lack of access may be chargeable.

## **10. Engineer Call-Outs**

Engineer visits may be chargeable where faults are caused by operator misuse, incorrect chemicals, improper battery charging, accidental damage, or lack of routine maintenance.

Replacement parts and labour may be chargeable where not covered under warranty or service contract.

Rokserv reserves the right to charge for abortive call-outs where access to equipment is not available.

## **11. Recovery of Equipment**

If the customer fails to make payment when due or breaches these Terms, Rokserv reserves the right to terminate any hire agreement immediately.

Rokserv may enter the customer's premises, or any location where the equipment is believed to be located, for the purpose of recovering its property. The customer agrees to provide reasonable access to allow Rokserv to recover equipment.

Any reasonable costs incurred by Rokserv in recovering equipment may be charged to the customer.

## **12. Battery Care**

Customers are responsible for ensuring that batteries are charged and maintained in accordance with manufacturer instructions.

Damage caused by incorrect charging, deep discharge, or failure to maintain batteries may be chargeable.

Battery replacements are not included under service contracts unless specifically stated.

## **13. Limitation of Liability**

Rokserv shall not be liable for any indirect or consequential loss including loss of profit, business interruption, or loss of revenue.

Rokserv Ltd's total liability shall not exceed the value of the goods, services or hire charges supplied under the relevant contract,

Nothing in these Terms limits liability for death or personal injury caused by negligence.

#### **14. Force Majeure**

Rokserv shall not be liable for delays or failure to perform obligations where such delays arise from events beyond reasonable control including supplier delays, transport disruption, strikes, natural disasters, or government restrictions.

#### **15. Data Protection**

Rokserv processes personal data in accordance with the UK GDPR and the Data Protection Act 2018.

#### **16. Website Information**

Rokserv makes reasonable efforts to ensure that information on its website is accurate and up to date. However product descriptions, specifications, images and pricing are provided for guidance only and may change without notice. Website content does not form part of any contract unless expressly confirmed by Rokserv.

#### **17. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales.

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