

# *Teletrac Navman (UK) Ltd trading as Trackstar Stolen Vehicle Tracking - General terms and conditions for products and services*

*December 2021*

## **PART A - Interpretation**

### **1. Definitions**

In these terms and conditions ("Terms") and/or any subsequent amendments and/or additions as published on the Websites the following definitions apply and in the event of any conflict those terms and conditions published on the Websites take

precedence:

**"Activation"** or **"Commissioning"** means the successful activation of a TN Unit or Device, for Services;

**"Activation Card"** means any card provided to the Customer giving activation instructions for a TN Unit and/or Service

which may detail an Entitlement;

**"Agreement"** means the purchase of a TN Unit and/or a Subscription by the Customer subject to these Terms together with the details provided by the Customer on Registration and/or on any Order Form and/or any other registration means made available by TN;

**"Application"** means the software application made available by TN for Mobile Navigation or TV, downloaded from the

internet by the Customer to the Device enabling the Customer to utilise the MN or TV Service;

**"Authorisation Code"** or **"Key"** means the application or authentication code provided by TN to the Customer upon

request and/or Registration/Activation for secure access to the Application;

**"Authorised User"** means any person lawfully authorised by the Customer to use a Vehicle or for MN the Customer's

Device and/or the Application;

**"Breakdown"** means where a Vehicle is inoperative and/or has ceased to function as a whole as a result of a mechanical

or electrical failure (but not as a result of a road traffic accident, fire, theft or act of vandalism). A component failure (e.g.

air-conditioning) in itself is not a Breakdown unless it causes a Vehicle to cease to function as a whole;

**"Button"** means the 4-way button sometimes installed with a Unit that may give the Customer access to Emergency and

Breakdown Services, VNS and if specified on the Order Form or otherwise agreed direct dial to up to two (2) UK land line

telephone numbers;

**"Commencement Date or Start Date"** means the date on which TN receives the Customer's signed Order Form, the date

of Registration, the date of registration of the Vehicle with the UK Driver and Vehicle Licensing Agency (in the case of a

Standard-Fit TN Unit and where the Customer is the first owner of the Vehicle), Commissioning, or the date on which the

Customer starts to use Service(s), whichever is the earlier, or any other date specified on any Order Form or during

Registration or for MN the date of Registration or download of the Application by the Customer to the Device, whichever is

the earlier;

**"Concierge Service"** means TN's service enabling them to order wine, flowers or other goods (as determined by TN from

time to time) for delivery or hotel reservations at selected hotels, via TPSPs, referred to in Clause 4 below;

**"Congestion Charging Zone"** means the congestion charging zone operating in London, UK;

**“Customer”** means a person, firm or company whose order for Services and/or a TN Unit has been accepted by TN;

**“Customer Address”** means the Customer’s contact details most recently provided to TN being postal, email and/or mobile phone number and recorded on TN’s customer database;

**“Dealer”** means vehicle dealerships and vehicle related accessory suppliers;

**“Device”** means a GPS enabled mobile phone owned or controlled by the Customer used with MN or TV or with an invehicle unit not provided by TN and used with SVT;

**“Emergency”** means the risk of serious injury to the Customer, Authorised User or a passenger in a Vehicle, a risk of serious damage to a Vehicle, or a suspicion that a serious crime is in progress concerning a Vehicle or its passengers requiring immediate attendance of Police, ambulance or fire authorities;

**“Emergency & Breakdown Service”** means TN’s service to Customers, details of which are set out in Clause 7;

**“Entitlement”** means the Customer’s entitlements to Route assistance by a PA and/or via a Touchscreen for the VN Service referred to in Clauses 8 & 9;

**“False Alarm”** means where in TN’s opinion the Customer had no reasonable grounds on which to believe that a Vehicle had been stolen or that a genuine Breakdown or Emergency existed or acted recklessly in respect of notifications to TN of such events;

**“GPS”** means Global Positioning System;

**“GPRS”** means General Packet Radio Services and is a packet-based wireless communication service;

**“GSM”** means the Global System for Mobile communications for cellular communication;

**“Ignition Alarm”** means an electronic message sent from a TN Unit or Device in the event that a Vehicle moves when the Vehicle’s ignition is off;

**“Incident”** means when the Customer or an Authorised User is unlawfully dispossessed of a Vehicle;

**“IPR”** means any patents, trademarks, service marks, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, database rights, trade or business names and other similar rights or obligations whether registerable or not in any country;

**“Lifetime Subscription”** means a Trackstar Subscription for the period of time the Customer is the legal owner or keeper of a Vehicle or for a MN or TV a Subscription for the lifetime of the phone as defined in Clause 12.2;

**“Map Supplier”** means the supplier of maps which enables the Software to determine the location of a Vehicle and/or Device and where applicable provide a Route;

**“Mobile Navigation”** or **“MN”** means TN’s GPS enabled navigation and routing service for Devices (Clause 8);

**“OEM”** means Original Equipment Manufacturer (vehicles);

**“Order Form”** means the order form or any Customer agreement for the TN Unit and/or Service and/or Entitlements signed by or on behalf of the Customer (if any); **“Pay As You Go”** means as set out at Clause 8.5;

**“PA Routes”** form part of the Vehicle Navigation or MN Service where the Customer requests a Route from a PA using a TN Unit or the Application;

**“Personal Assistant”** or **“PA”** means a TN employee who handles in-vehicle Route requests or enquiries from Customers, Registrations, Commissioning and the Concierge Service;

**“Police”** means any police force, police authority or recognised law enforcement agency, or any of their respective servants or officers, or any of the same;

**“Public Emergency Service”** means any Police, ambulance or fire public authorities;

**“Registration”** means the process whereby TN receives the Customer’s personal data for the purpose of purchasing Services, by Order Form or telephone or otherwise;

**“Route”** means directions by road from a single point of origin to a single destination;

**“Safe Speed”** means TN’s service to Customers alerting them via a TN Unit to the presence of fixed (not mobile) safety cameras (Clause 6);

**“Safe Speed Database”** means the database of safety camera sites used by TN for the Safe Speed Service;

**“Sale of Vehicle”** means sale or disposal of a Vehicle by a Customer and includes circumstances where a Vehicle is destroyed or disposed of due to excessive damage or that the Vehicle is no longer under the control of the Customer;

**“Service(s)”** means any or all (as the context dictates) of the Concierge Service, Emergency and Breakdown Service, Stolen Vehicle Tracking, Safe Speed, VNS, Mobile Navigation, SpeedGauge, TrafficView or any other product and/or service marketed by TN from time to time (which may be varied at TN’s discretion at any time) and inclusive of provision of data and/or analysis detailed in Clause 19.6;

**“SIM card”** means the Subscriber Identity Module inserted into the TN Unit or Device to enable GSM, SMS and/or GPRS communications between the TN Unit, a Device and TN’s systems;

**“Site”** means the location chosen by the Customer and agreed by TN for installation or servicing of TN Units;

**“Smartnav”** means the marketing name/brand used by TN for the Vehicle Navigation Service;

**“SMS”** means short message service allowing users to send and receive short text messages;

**“Software”** means any of the software comprising the Websites, TN’s systems, the Application, programmed into a Unit and/or provided to the Customer by download from any of the Websites for the operation of Services;

**“Software Vendors”** mean third party vendors of software incorporated into the Software;

**“Software Warranty”** means the warranty obligations of TN as described in Clause 16;

**“Standard-Fit TN Unit”** means a TN Unit fitted by a vehicle manufacturer prior to purchase of a new Vehicle by the Customer;

**“Stolen Vehicle Tracking, SVT or Vehicle Monitoring Service”** means TN’s services for stolen vehicle tracking, referred to in Clause 5 below;

**“Subscription”** means the Service(s) selected by the Customer to be provided by TN in periods of time selected during Registration and either: **“Annual Subscription”** means a 12 month Subscription paid for in full on or prior to the Commencement Date; or **“Monthly Payment Subscription”** means a 12 month subscription paid for by 12 equal monthly instalments commencing on the Commencement Date or as otherwise agreed; or **Single Month Subscription** means a 1 month subscription paid for in full on or prior to the Commencement Date; or **Pay As You Go; Trackstar 3 year or Lifetime Subscription**; or as otherwise detailed by TN on the Websites or otherwise communicated to the Customer by TN authorised personnel;

**“System”** means the Customer’s computer system inclusive of hardware and software (not provided by TN) appropriate for integration with the Software;

**“Term”** means the period of time as set out in Clause 12.1;

**“Territory”** means the UK in addition to the Isle of Man and the Channel Islands and such other territories as TN may include from time to time;

**“TN”** means Teletrac Navman UK Ltd (Company No. 2292714), whose registered office is at K1 – First Floor, Kents Hill

Business Park, Milton Keynes, MK7 6BZ;

**"TN Price List"** means the tariffs for the TN Unit and Services listed on the Websites or as sent by TN to the Customer or

listed on the Order Form or provided by authorised TN personnel at the time of Registration and/or Commissioning or as

provided by the Dealer or reseller of a TN Unit;

**"TN Unit(s)"** means the in-vehicle unit (with Touchscreen if included) installed in a Vehicle and provided by TN that enables

TN to provide Services. Customer may in some circumstances purchase or utilise an in-vehicle unit not provided by TN but

provided by an OEM or a 3<sup>rd</sup> party. The warranties detailed in Paragraphs 13 and 14 herein only apply to TN Units;

**"TPSPs"** means third party service providers that provide concierge services to Customers;

**"Touchscreen"** means a TN visual device (colour or monochrome) integrated into a TN Unit and capable of illustrating

Routes to the Customer;

**"Tracking Package"** means the stolen vehicle tracking service which is included with a Trackstar S5, S7, Advance or CAT5 system purchased from trackstar.co.uk. Tracking packages are for 1 or 3 year terms only, after which time they will need to be converted to subscription to continue to be services by TN.

**"Trackstar"** means the marketing name/brand used by TN for the Stolen Vehicle Tracking / SVT / Service;

**"Trackstar Advance"** means Trackstar in conjunction with the use of driver identification technology which inhibits

Vehicle start;

**"Trackstar App"** means the service where TN provides the Customer with a mobile phone app to view historic and last

known location **"TrafficView"** or **"TV"** means the UK traffic hot spot application (either real-time flow and incident data or

incident data only depending on the version) for Devices provided by TN in the Territory;

**"UK"** means the United Kingdom of Great Britain and Northern Ireland;

**"Updates"** means updates to the Software, such as bug fixes, patches, enhanced functions, missing plug-ins and new

versions;

**"Vehicle"** means the Customer's vehicle in which a TN Unit or Device is installed;

**"Vehicle Navigation Service"** or **"VNS"** means TN's GPS enabled navigation and routing service in the Territory referred

to in Clause 8 below;

**"Vehicle Navigation Service in Europe"** or **"VNS in Europe"** means VNS in the Territory and Europe referred to in

Clause 9 below;

**"Websites"** means the websites which are located at the following domain names:

www.teletracnavman.com,

www.teletracnavman.co.uk, www.smartnav.co.uk, www.smartnav.com, www.trackstar.co.uk,

www.eurowatchcentral.com

and/or such other websites as may be nominated by TN from time to time;

**"Warranty"** means the TN Unit warranty obligations of TN as described in Clause 13;

**"Warranty Services"** means engineering, installation and/or technical work carried out by TN if required by the Warranty;

and

**"Working Days"** means Monday to Friday 9am to 5.30pm, excluding public holidays in the UK.

## **2. Acceptance**

The signing of an Order Form by the Customer, Registration and/or use of a Service having had the opportunity to read

these Terms shall be deemed conclusive evidence of the Customer's acceptance of the Terms of the Agreement.

## **3. Provision of Services**

3.1 Subject to the other provisions of this Agreement, TN will make reasonable endeavours to ensure availability of services 24 hours per day, 365 days per year to customers who have paid for subscriptions or either of the products/services listed in Trackstar Stolen Vehicle Tracking subscriptions, which are available to purchase through approved Trackstar suppliers, direct from TN and direct from <https://www.trackstar.co.uk>. A Trackstar stolen vehicle tracking system is required to enable the purchase of a Trackstar Stolen Vehicle Tracking system, available to purchase through approved Trackstar suppliers and directly from TN.

Trackstar S7, Trackstar S5, Trackstar S5 Advance and Trackstar CAT5 systems with a non-recurring 1 or 3 year Tracking package, available to purchase through <https://www.trackstar.co.uk>.

3.2 The provisions of this Part A and Part C of this Agreement will apply to all Services together with any Clauses which are applicable to a particular Service which are contained in Part B. If there is any conflict or inconsistency between these parts, the Clauses contained in Part B of this Agreement shall take precedence.

3.3 The Services and the associated technology are constantly changing and being developed. As a result of this, TN reserves the right to make reasonable changes to the terms of this Agreement at any time during the Term, but will only do so when it has good reason. In the case of a change TN will, at its sole discretion publish a 30 day notice in advance on the Websites and / or a pop-up in the product platform and / or send an e-mail, before the change comes into effect. In case of notice through the Websites, TN will provide a link from the main pages of the Websites (where such change arises as a consequence of changes imposed by third party manufacturers or suppliers or a regulatory body the notice will be issued as soon as reasonably practicable). The change will apply from the date shown in the notice. The Customer should visit the Websites regularly to identify any change.

3.4 TN also reserves the right to vary the TN Price List from time to time by giving at least 30 days' notice on its Websites; any such variation to the TN Price List shall only take effect in relation to each Customer at the renewal of any existing period of Service in accordance with Clause 12.1.

## **PART B – Service Specific Terms**

### **4. Concierge (or PA) Service**

4.1 The Concierge Service is available to Customers who have paid for a Subscription for VNS or MN and the provisions of this Clause 4 shall apply in relation to this Service in addition to those Clauses in Parts A and C. TN will charge

the Customer an amount listed on the Websites from time to time or as advised by a PA;

4.2 The Customer is responsible for providing a PA with all details required for TN to facilitate the provision of the service

requested, including the credit card or other payment details for payment of the TPSPs and to TN.

4.3 TN shall use its reasonable endeavours to order from TPSPs goods and/or services requested by Customers as

soon as reasonably possible. TN will act as the agent of the Customer for this purpose and accepts no liability in the

event that the goods and/or services requested are not provided or delivered in part or at all or is not acceptable to

the Customer. The Customer's contract for the provision of the goods and/or services will be with the TPSPs or with

the TPSPs' supplier, whichever is appropriate, and the Customer is responsible for all costs associated with the

delivery by the TPSPs. TN will provide booking reference details to the Customer or report back to the Customer if

it has not been possible to provide what was requested, in which event TN will not make any charge.

**5. Stolen Vehicle Tracking (otherwise described as SVT or the Vehicle Monitoring Service or "Trackstar").**

5.1

Stolen vehicle tracking is only available to customers with either, a TN unit and the relevant subscription for these services, available to purchase through approved TN suppliers and direct from TN; or a Trackstar S7, S5, S5 Advance or CAT5 with a non-recurring 1 year or 3 year tracking package, available to purchase through <https://www.trackstar.co.uk>

Subscriptions and Tracking packages cover the United Kingdom, European Union and the provisions of this Clause 5 shall apply in relation to this service in addition to those clauses in parts A and C

5.2 Subscriptions can be for one (1) year, three (3) years or as detailed by TN Authorised personnel as selected by the customer on the order form or during registration. 5.2.1 Tracking packages can be one (1) year or three (3) years only.

5.3 For the purposes of SVT "Europe" means those countries listed at any time on [www.trackstar.co.uk](http://www.trackstar.co.uk) which includes:

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, , United Kingdom and Ukraine.

TN reserves the right to remove countries from this list from time to time.

5.4 Payment for a Subscription for SVT may NOT be made in relation to an Incident after that particular Incident has occurred unless agreed at the time of incident.

5.5 If TN requests security details from a Customer and the Customer fails to supply these then TN will not be obliged to provide the SVT service.

5.6 In the event of an Incident the Customer shall be responsible for notification of the Incident to the Police as soon as reasonably practicable to obtain a crime reference number and shall supply it to TN immediately.

5.7 If the TN Unit or Device installed in the Vehicle is fitted with an Ignition Alarm, TN is entitled to assume that an

Incident has occurred on activation of the Ignition Alarm and shall take the steps set out in Clause 5.8 below. Where

a signal is received via the Ignition Alarm, TN will use its reasonable endeavours to contact the Customer as soon

as reasonably practicable using the Customer contact details recorded on TN's customer database. It is the

Customer's responsibility to ensure that TN is provided with up-to-date and accurate contact information.

5.8 Upon notification of an Incident in accordance with Clauses 5.6 or 5.7 TN shall use its reasonable endeavours to

locate the Vehicle as soon as reasonably possible. If TN is able to locate the Vehicle, TN will inform the Police of the

Vehicle's location.

5.9 The Customer undertakes to notify TN in advance if the Vehicle is to be carried on a ferry or other transportation

device such as trailers or transporters. If the Customer fails to notify TN in advance, the Customer will be responsible

for any costs incurred by TN as a result of related False Alarms.

5.10 Nothing in this Agreement imposes on the Police any legal duty of care or entitlement greater than or different from

that owed to the public and TN is not liable for the acts or omissions of the Police.

5.11 TN reserves the right to charge the Customer (in addition to the Subscription) for any costs incurred by TN in locating

or attempting to locate the Vehicle following any False Alarm raised by the Ignition Alarm, the Customer or any Authorised User.

5.12 Trackstar App is only available to Customers who already have an SVT Subscription or Trackstar Tracking package. The provisions of this Clause

5.12 shall apply in relation to this Service in addition to those Clauses in Parts A and C:

5.12.1 The Customer undertakes to notify any driver of the Vehicle who is not the Customer that the Vehicle is being tracked;

5.12.2 The Customer undertakes to notify TN of the Sale of the Vehicle;

5.12.3 In the event of an Incident TN shall be entitled to disable the Trackstar App and the Customer shall refrain from using the Trackstar App and in the event that the Customer uses the Trackstar App in such circumstances TN shall have no liability for Customer's acts or omissions.

5.13 If a Customer's Subscription includes or if their Tracking package is for the Trackstar Advance the Vehicle will not start without driver identification technology being present in the Vehicle, save that the Customer can telephone TN to request an override to enable the Vehicle to start (subject to verification of identity).

## **6. Safe Speed**

6.1 Safe Speed is only available to Customers who have paid for the relevant Subscription for this service and the provisions of this Clause 6 shall apply in relation to this Service in addition to those Clauses in Parts A and C. The service is only available in the UK.

6.2 Subscriptions for this Service can be either Annual or Monthly Payment Subscriptions as selected by the Customer

on the Order Form or during Registration. For the avoidance of doubt Pay As You Go is not available.

6.3 Authorised Users of the Vehicle remain at all times responsible for observing all relevant laws and codes of safe

driving and TN will not in any event be liable for any fine, penalty, or punishment imposed.

6.4 TN will make all reasonable efforts to procure the accuracy and completeness of the Safe Speed Database, but does

not warrant the accuracy or completeness of it at all times.

6.5 TN will automatically update the TN Unit with the Safe Speed Database approximately every 35 days or if the TN

Unit is not active at the time of the attempted update when the Customer next uses a Service.

## **7. Emergency and Breakdown Service**

7.1 The Emergency and Breakdown Service is only available to Customers who have paid for a TN Unit and a

Subscription for VNS, MN or SVT and only in the event of a Breakdown or an Emergency and the provisions of this

Clause 7 shall apply in relation to this Service in addition to those Clauses in Parts A and C.

7.2 The Customer may request the Emergency and Breakdown Service by pressing the relevant TN button located

within a Vehicle (if any) or by pressing the relevant option on the Touchscreen or in the Application.

7.3 TN will, upon receipt of the signal, use all reasonable endeavours to provide the Customer's information to the

relevant Breakdown service provider (unless the Customer uses the 999 option, in which case the Customer will be

put in direct contact with the UK 999 control centre).

7.4 The Customer acknowledges that nothing in this Agreement shall oblige a Breakdown service provider or the Public

Emergency Services to take action and TN is not liable for the acts or omissions of any of the same.

7.5 No Subscription includes the provision of actual Breakdown services, but if the Customer has not contracted a third party for Breakdown services TN will take reasonable steps to put the Customer in contact with a Breakdown service provider.

### **8. Vehicle Navigation Service (Smartnav) and Mobile Navigation**

8.1 VNS is only available to Customers who have paid for a TN Unit and/or the relevant Subscription for VNS or MN and

Subscriptions can be either Annual Subscriptions, Monthly Payment Subscriptions, Lifetime or Pay As You Go and

the provisions of this Clause 8 shall apply in relation to this Service in addition to those Clauses in Parts A & C.

8.2 VNS and MN are only suitable for use with passenger cars and light goods vehicles up to 3.5 tonnes in weight. Both

VNS and MN only cover the Territory.

8.3 Route instructions do not allow for vehicles of abnormal length, height, width and/or weight and TN is not liable for

damage or loss as a result of use of this service in or with such vehicles.

8.4 VNS allows incoming telephone calls for Customers in the UK only who have a Touchscreen installed.

8.5 For MN the Customer may request a Route by using the Application. The Customer is responsible for all

communications charges incurred by the Customer from the Customer's communication airtime provider for the data

transfer and/or telephone call.

8.6 In the case of a Pay As You Go Subscription, the Customer pays an initial advance fee listed in the TN Price List or

on the Order Form or during Registration or as advised by a TN representative and each time the service is used by

the Customer a sum as listed in the TN Price List is deducted from the advance payment. Once the sums deducted

are equal to or greater than the advance fee the Customer must pay another advance fee to use the service. TN

shall publish revised rates for VNS and MN on the Websites from time to time.

8.7 Customers using VNS will automatically receive notifications from their TN Unit when near to, entering and exiting

the Congestion Charging Zone. Customers have the ability to switch off these notifications if they have a

Touchscreen. If a Customer without a Touchscreen wishes to switch off this part of the service the Customer must

contact TN. TN will switch off this part of the service for the Customer as soon as practical. TN accepts no

responsibility for the use of the Congestion Charging Zone notifications and is not liable if payments are made or not

made in error in respect of the Congestion Charging Zone. This element of the service is not available to some

Customers who purchased TN Units before 1 January 2006. Customers who purchased TN Units before 1 January

2011 may still be alerted to Congestion Charging Zones in the Western section, which have since been removed

from the Congestion Charging Scheme. It is the sole responsibility of the Customer to ascertain whether or not they

are liable to pay Congestion Charges.

8.8 Any Customer who exceeds their Entitlement must purchase further Entitlements to continue to use VNS.

8.9 Should the Customer continue to exceed the Entitlement TN reserves the right to suspend access to VNS until a

further Entitlement is purchased.

### **9. Vehicle Navigation Service in Europe**

9.1 Use of VNS in Europe is only available to Customers who have an existing Subscription for VNS (excluding Pay As You Go) and who have also paid for the relevant additional Subscription for this service (which may be either an Annual Subscription, Monthly Payment or a Single Month Subscription) as set out on the TN Price List and the provisions of this Clause 9 shall apply in relation to this Service in addition to those Clauses in Parts A and C. For the avoidance of doubt, Pay As You Go is not available in Europe.

9.2 Paragraphs 8.2, 8.3, 8.4, 8.8 & 8.9 also apply to the VNS in Europe.

9.3 For VNS in Europe, "Europe" means the following: Austria, Belgium, Denmark, Finland, France, Germany, Italy, Luxembourg, Netherlands, Norway, Portugal, Republic of Ireland, Spain, Sweden and Switzerland.

9.4 VNS in Europe does not provide Routes that involve the Vehicle crossing water other than by road (e.g. ferry). Where applicable it is the Customer's responsibility to request Routes to and from ports. Customers wishing to travel between Denmark and Sweden via the Oresund Bridge need to specify the bridge as their destination, then once across the bridge request another Route to the desired final destination.

9.5 A Vehicle must be located in the UK for a minimum of two Working Days prior to the commencement of VNS in Europe and for agreements after 1 January 2012 TN requires at least 14 days' notice for an upgrade to VNS in Europe (2 days' notice for agreements before 1 January 2012).

9.6 VNS in Europe does not allow incoming telephone calls. If the Customer accepts incoming telephone calls TN reserves the right to charge for any charges for calls received/answered and/or to suspend the use of the SIM card.

9.7 VNS in Europe does not include traffic information or Safespeed.

## **PART C – Terms applying to all Services**

### **10. Licence to use Software**

TN hereby grants the Customer a limited non-exclusive, non-transferable license to use the Software in

conjunction with the Services for the Term.

10.1 The Software is developed by TN and may include software from Software Vendors. The Software is a proprietary product of, and constitutes trade secrets of TN and/or the Software Vendors. The Software is protected by copyright laws and international treaty. All right, title and interest in and to the Software and all copies and duplicates thereof, and all related IPR subsisting therein are vested and remain in TN and/or the Software Vendors.

10.2 The Customer shall not (and shall not permit any third party to):

10.2.1 copy, sell, assign, lease, licence, distribute, transfer, modify, adapt, translate, prepare derivative works from, decompile, reverse engineer, disassemble or otherwise attempt to derive the object or source code from the

Software unless otherwise permitted herein or save to the extent permitted by law;

10.2.2 take any action to circumvent or defeat the security or content usage rules provided, deployed or enforced

by any functionality (including without limitation digital rights management functionality) contained in the

Software;

10.2.3 use the Software to access, copy, transfer or retransmit content in violation of any law or third party rights;

10.2.4 remove, obscure or alter TN's copyright notices, trademarks or other proprietary rights affixed to or contained

within or accessed in conjunction with or through the Software; and

10.2.5 otherwise damage or compromise TN's or the Software vendor's IPR in relation to the Software.

10.2.6 The Software and all materials and knowledge related thereto is obtained by the Customer (and in relation to some Services, its employees, agents and representatives) in confidence and neither the Software nor any information contained in it (except information which is or becomes public knowledge through no fault of the Customer) shall be duplicated (except as permitted herein) or disclosed or published by any such persons in any form, or reproduced, transcribed, imitated or simulated in whole or in part. The Customer may disclose relevant aspects of the Software to properly trained and authorised employees, agents and representatives but only as is reasonably necessary to use the Software in accordance with this Agreement; provided however, that the Customer shall take all reasonable steps to ensure that the Software is not disclosed or duplicated in contravention of this Agreement. The Customer shall ensure that any employee who has access to any such information is properly instructed as to its confidential nature, and takes all practicable steps to prevent a breach of this Clause 10.

10.3.6.1.1 In the event of any breach of this Clause 10, monetary damages will not suffice to compensate TN and/or the Software Vendors and TN and/or the Software Vendors will be entitled to seek equitable remedies, including, without limitation, temporary restraining orders and temporary and permanent injunctions, without being required to prove special damages or provide security to the relevant court. If there is any violation or suspected violation of this Clause 10, the Customer shall immediately notify TN and shall, at its expense, assist TN in the enforcement of this Clause against any of its current or former employees, agents, representatives or a relevant third party. The Customer agrees to indemnify and hold TN harmless from any claim, liability, damage or expense, including reasonable legal fees, suffered by TN as a result of any breach of this Clause by the Customer. In addition, the Customer shall promptly notify TN of any claim that the Software infringes their rights. Upon reasonable notice, in the event of infringement, TN will take reasonable steps to amend the Software to avoid such infringement, obtain the right to use the Software or give the Customer a refund on the unused portion of any Subscription. This is the Customer's only remedy in the event of a claim of infringement.

10.3 Only the current version of the Software and the immediately preceding version will be supported by TN. TN may from time to time update Software at its discretion and in the event that TN advises the Customer of Updates and the means to Update, the Customer shall diligently follow any such instructions as soon as reasonably possible. The Software may also communicate with TN servers from time to time to check for available Updates. By installing and/or using the Software the Customer agrees to automatically request and receive Updates. Nothing herein shall require TN to release Updates and TN shall, at its sole discretion, determine the nature, content, and timing of Updates, if any.

10.4 Subject to Clauses 10.1 to 10.3.6.1.1 TN shall provide the additional services described below without additional

charge during each period for which the Customer has purchased Services where appropriate to a Subscription:

10.4.1 Map Updates: within a reasonable time after they are received by TN, TN shall provide to the Customer all updates to the proprietary digital map database supplied by the Map Supplier during the Term (not applicable for MN or TV);

10.4.2 Defects in the Software. During the Term, if the Customer identifies a previously unidentified defect in the Software, the Customer shall notify TN of the defect and TN shall use reasonable endeavours to resolve such defect. If the error reported by the Customer has been identified previously to TN, TN shall provide the defect correction as part of an Update;

10.4.3 Telephone Consultation/On-Line Diagnostic Support. TN provides telephone support and training to

Customers during TN's normal business hours at TN's discretion (for MN only email support); and 10.4.4 Initial Software training is offered by TN for some services and TN shall be entitled to charge for such training.

The Customer is responsible for using any training offered or recommended by TN (not applicable for MN).

10.5 Subject to Clauses 10.1 to 10.5, to the extent that any rights of whatever nature in the Software are vested in the Customer (if any); the Customer hereby assigns all such rights absolutely to TN.

10.6 The licence granted under Clause 10 will terminate forthwith on the termination or expiry of a Subscription.

10.7 In the case of some Services, the Software utilises Maps owned and maintained by Map Suppliers. The Customer's use of these Services is subject to the terms of the relevant Map Supplier detailed at <http://www.teletracnavman.co.uk/combined-terms-and-conditions-uk> which forms part of this Agreement.

## **11. Payment**

11.1 The prices of Subscriptions, payment terms and methods of payment are set out on the Order Form, during Registration, on the TN Price List or as detailed by authorised TN personnel or a third party reseller, dependent on the method of purchase.

11.2 If not otherwise detailed in the Order Form, all invoices must be paid within 30 days of the date of issue of the invoice.

11.3 TN has no obligation to commence the provision of Services until the Customer has paid for or commenced payment of a Subscription unless otherwise agreed.

11.4 If any sums due from the Customer to TN remain unpaid for more than 7 days from the due date then TN will be entitled to:

11.4.1 charge interest on the outstanding sum at the rate of three percent (3%) above the base rate of Barclays

Bank Plc, which interest shall accrue on a daily basis until payment is received in full by TN; and/or 11.4.2 suspend the provision of Services until full payment has been received; and/or

11.4.3 terminate this Agreement whereupon the Customer shall reimburse TN on demand in respect of all unpaid

sums in addition to the costs and expenses incurred by TN in tracing the Customer and in taking steps to enforce payment of any sums due.

11.5 If a Customer's bank, building society or other financial institution fails to honour any direct debit, cheque or other

method of payment, the Customer shall reimburse TN for all costs incurred in re-presenting the same.

11.6 Where a Customer pays by automatic continuous payment it is the Customer's responsibility to ensure that the direct

debit, or such other automatic method of payment, is cancelled with both TN and the bank, building society or other financial institution. TN shall be entitled to charge for its reasonable administration costs if it is required to return monies as a result of the Customer failing to cancel such payment.

11.7 All sums payable are exclusive of Value Added Tax at the prevailing rates unless otherwise detailed in the Agreement.

11.8 TN has no obligation to accept payment by cheque.

11.9 TN may charge an administration fee should a Customer fail to pay before the expiry of a Subscription and subsequently renew a Subscription by making the necessary payment.

## **12 Term and Termination**

12.1 This Agreement shall commence on the Commencement Date and shall continue for a minimum fixed period of 12

months (save in the case of a Single Month Subscription, Pay as you Go, or a Subscription for a longer or shorter period of time as detailed on an Order Form), and thereafter shall automatically be renewed for a further minimum

period of 12 months on each anniversary of the Commencement Date unless terminated by either party giving at

least 30 days' notice prior to the next anniversary of Commencement Date. In the case of a Single Month Subscription

the Subscription shall terminate one month after the Commencement Date. Notice of termination by the Customer

must be sent to: Subscription Cancellations, Customer Service, Teletrac Navman (UK) Ltd K1 – First Floor, Kents

Hill Business Park, Milton Keynes, MK7 6BZ or such other address as TN may nominate from time to time) or email

customer services for a PDF of our Freepost Sticker. Notice of termination by TN must be sent to the Customer

Address.

12.2 Further, a Subscription automatically terminates upon the Sale of the Vehicle. Subscriptions are not assignable

unless permitted according to Clause 18.2 and in the case of a Lifetime Subscription for MN or TV this Agreement

commences on the Commencement Date and continues until the Device onto which the Application was first

downloaded is no longer operational and/or functioning (but in no case longer than three (3) years from Activation).

12.3 Subscriptions are not refundable and in the event of the Sale of the Vehicle the accrued rights and liabilities of the

parties shall not be affected and payments made by a Customer prior to the Sale of the Vehicle are non-refundable

unless agreed in writing by TN prior to termination.

12.4 Either party may, by written notice to the other, terminate this Agreement in the event that:

12.4.1 the other party is in material or persistent breach of this Agreement; and/or

12.4.2 the other party becomes insolvent or bankrupt, enters into liquidation, whether voluntary or compulsory,

passes a resolution for its winding up, has a receiver or administrator appointed over the whole part or any

part of its assets, makes any composition or arrangement with its creditors or takes any similar action in

consequence of its debt.

12.5 TN may terminate a Subscription or part thereof and this Agreement with immediate effect on written notice to the

Customer in the event that:

12.5.1 any government or other regulatory approvals for the use of the TN Unit, a Device or any of the Services are

prohibited by law or withdrawn, suspended or ended by TN at any time;

12.5.2 in the sole opinion of TN the Customer, or an Authorised User, persistently raises False Alarms; and/or

12.5.3 in the sole opinion of TN the Customer or an Authorised User has abused the Services and/or abused TN personnel.

12.6 TN reserves the right to terminate a Pay As You Go Subscription if the Customer does not use the Service for a period of 180 days. Where the Service is terminated in this manner the Customer is not entitled to a refund of any sums paid unless a claim is made within 90 days of termination and for the avoidance of doubt, TN shall be entitled

to deduct a reasonable administration charge from such refund.

12.7 Upon termination of the Agreement the accrued rights and liabilities of the parties shall not be affected and payments

made by the Customer prior to termination are non-refundable unless agreed in writing by TN.

12.8 Termination of the Agreement by the Customer will take effect at the end of the existing term of any Subscription or

as otherwise agreed in writing between TN and the Customer.

### **13 TN Unit Warranty**

13.1 If the TN Unit is not a Standard-Fit TN Unit and has been fitted after purchase of the Vehicle by the Customer TN

warrants that the TN Unit will be free from defects in materials and/or workmanship for 12 months from the date of installation or Commissioning whichever is earlier, providing that the installation is carried out in accordance with

Clause 14. However, this warranty will expire in the event of a Sale of the Vehicle.

13.2 If the TN Unit is a Standard-Fit TN Unit, TN warrants that the TN Unit will be free from defects in materials and/or

workmanship for as long as the Vehicle's manufacturer's warranty subsists. However, this Warranty will expire in the

event of a Sale of the Vehicle, notwithstanding the fact that the Vehicle manufacturer's warranty may transfer to the

new owner of the Vehicle.

13.3 In the event of a Warranty claim the Customer must notify the Dealer/reseller/retailer from whom the Vehicle was

purchased or TN if the TN Unit and/or Services were purchased direct from TN.

13.4 If TN receives written notice of any breach of Warranty TN will at its own expense and within a reasonable period of

time of receiving such notice repair or, at its option, replace the TN Unit. During the period of time between receiving

notice and repairing or replacing the TN Unit, TN will not be liable for any loss or damage suffered by the Customer

that might have been prevented if the TN Unit and the service been fully operational.

13.5 However, TN has no liability under the Warranty:

13.5.1 unless it has received written notice of the defect in question no later than the expiry of the Warranty period;

or

13.5.2 if the defect is caused as a result of the TN Unit having been dismantled, tampered or interfered with,

modified, dismantled or repaired (other than by a TN approved engineer and in accordance with procedures

issued by TN from time to time), or otherwise interfered with, misused or damaged including water damage

by internal Vehicle water ingress (and TN shall be entitled to charge the Customer its reasonable costs if on

inspection it determines the same); or

13.5.3 if the TN Unit is on an island in the Territory (offshore to England, Scotland, Wales and Northern Ireland)

unless the Customer brings the Vehicle to a Site on mainland UK.

13.6 In the event of a failure relating to any adhesive pads used for installation (for example on aerials or the Touchscreen base mounting), a replacement adhesive pad and installation instructions will be sent by TN to the Customer without charge upon notification by the Customer. In the event of a defect associated with the Touchscreen that is under Warranty, upon notification by the Customer and return of the Touchscreen by the Customer to TN, TN will send to the Customer the Touchscreen (if repaired or if no defect is found) or a replacement Touchscreen. If the Customer requests TN to provide an engineer to arrange fitment of adhesive pads or Touchscreens then TN reserves the right to charge the Customer a standard service call fee as advised to the Customer by authorised TN personnel.

13.7 TN shall have no obligation under the Warranty other than to remedy breaches of the Warranty by provision of materials and/or Warranty Services within a reasonable time and free of charge to the Customer unless otherwise detailed herein. TN will, wherever possible, diagnose faults on the basis of information given by the Customer by telephone. If, in TN's opinion (acting reasonably), the Customer is able to remedy faults without excessive inconvenience if TN supplies necessary material and instructions, TN will not be under any obligation to provide Warranty Services, only materials and instructions. In the event that TN determines that the fault requires TN to supply Warranty Services (excluding installation and de-installation of TN Units), TN will do so as soon as reasonably practical and will not be liable for any loss suffered by the Customer (directly or indirectly) as a result of the TN Unit and the Services not being fully operational. If TN fails to comply with the obligations set out in this Clause its liability shall be limited to a sum equal to the purchase price of the TN Unit by the Customer from TN.

13.8 TN units cannot be guaranteed to support all future services and options made available by TN and TN has no obligation to upgrade a Customer's TN Unit to provide services and options that are subsequently made available.

If the Customer wishes to utilise services which the TN Unit does not support, the Customer must purchase a new TN Unit at prices advised by authorised TN personnel.

13.9 Neither the Customer nor his representatives, Authorised Users nor any third party may remove, attempt to remove or permit the removal of the SIM Card from the TN Unit. TN reserves the right to charge the Customer for any costs incurred by TN and/or to terminate this Agreement in the event of a breach of this Clause by the Customer.

13.10 No warranty is made with regard to Devices.

#### **14 Installation of TN Unit**

14.1 If the TN Unit is not a Standard-Fit TN Unit and is to be fitted after purchase of the Vehicle by the Customer the Customer hereby confirms that any person with an interest in the Vehicle (e.g. a hire purchase company) has consented to the TN Unit being installed in the Vehicle.

14.2 Subject to other provisions of this Agreement, TN will arrange for installation of the TN Unit in a Vehicle by an authorised installation engineer provided that installation has been paid for by the Customer at rates advised to the Customer. The Customer accepts that it may be necessary to drill a small hole in an unused blanking plate or

elsewhere in the Vehicle's dashboard and may be necessary to drill a small hole in the body of the Vehicle to fit overt antenna solutions to certain vehicle types.

14.3 Installation carried out by any person other than an authorised TN installation engineer will invalidate the Warranty and TN will not be liable if the TN Unit and/or Services are adversely affected.

14.4 Installation of the TN Unit(s) by TN shall take place at the Site indicated on the Order Form or agreed during

Registration unless otherwise agreed in writing. The Customer shall provide a Site which meets each of the following standards:

14.4.1 safe without hazards;

14.4.2 all necessary utilities (including plumbing, lighting, air conditioning, heating, electrical power and access to

telephone lines) shall be easily accessible and provided without charge;

14.4.3 the Customer shall allow TN, its authorised agents, and subcontractors full and free access to the Site during

any Working Day;

14.4.4 the Customer shall indemnify and hold harmless TN from and against any and all liabilities, including

reasonable legal fees, arising from TN's use of the Site or the condition of the Site; and

14.4.5 for Customers who are purchasing the Services in the course of their business or for commercial use the

Customer shall, at its expense, obtain and keep in force for the duration of installation a policy of general

liability insurance covering any liability arising out of TN's use or occupancy of the Site and all other relevant

areas.

14.5 The Customer's signature of an Order Form, or as agreed with TN personnel by phone or as otherwise recorded

during Registration shall be deemed as acceptance of the installation date of the TN Unit. TN reserves the right to

charge the Customer an additional fee in the event that the Customer fails to notify TN of any change to the

installation date and Site for installation less than 48 hours prior to the installation date. TN may impose a surcharge

for waiting time, Saturdays and other delays in installation caused by the Customer's failure to have the Site or

Vehicles available as, when and where agreed according to Clause 14.4.

14.6 TN shall use reasonable endeavours to ensure that authorised TN installation engineers are properly trained to carry

out installation procedures.

14.7 The Customer's signature on a TN service call or job sheet at the time of installation shall be deemed to be

acknowledgement by the Customer that TN has fulfilled all of its obligations with regard to installation. In the event

that a Customer is dissatisfied with the installation it must bring any such complaint to TN's attention at the time of

the installation or in the event of defects which weren't reasonably apparent on installation the Customer must notify

TN as soon as reasonably practicable following discovery of the defect.

### **15 IPR, title and risk**

15.1 Unless otherwise provided, the legal and beneficial ownership of a TN Unit shall pass to the Customer upon payment

in full of the price of the TN Unit to TN or in the case of a Standard-Fit TN Unit at the time the Customer becomes

the legal owner of the Vehicle.

15.2 Risk in the TN Unit shall pass to the Customer upon installation of the TN Unit in the Vehicle or in the case of a

Standard-Fit TN Unit at the time the Customer becomes the legal owner of the Vehicle.

15.3 The Customer hereby acknowledges that:

15.3.1 any IPR relating to the TN Unit, the Software or the Services owned by TN shall remain TN's exclusive

property; and

15.3.2 TN (or its associated companies) is the proprietor or licensee of the 'Teletrac', 'Navman', 'Teletrac Navman',

"Trafficmaster", "Trackstar", "Smartnav", "Fleet Director", "DIRECTOR", "Safespeed" names, derivatives,

symbols and trademarks and all documentation relating thereto and any use is specifically prohibited unless

by written agreement with TN.

15.4 If the Vehicle is repossessed and the TN Unit remains in the Vehicle, the Customer obligations under this Agreement

subsist and TN will not be liable to refund any payments made by the Customer.

#### **16 Software Warranty**

16.1 TN warrants that the Software will comply in all material respects with the TN product information set out on the

Websites (from time to time).

16.2 The Customer hereby agrees that the only remedy available under this limited warranty is to receive a refund of the

amount paid for the Subscription in the event that TN cannot rectify any fault notified to it in writing, within 30 days.

No oral or written advice or information provided by TN or any of its agents or employees, whether given before or

after delivery or download of Software shall create a warranty or in any way increase the scope of this limited

warranty, and the Customer is not entitled to rely on any such advice or information. This Software Warranty shall

not be applicable if there has been any alteration, modification, or special configuration made to the Software, if he

Application has been downloaded onto a Device or computer equipment that have not been approved in writing by

TN as being compatible, if there is a conflict with other software loaded on the same computer equipment or Device,

or in the case of accidents, misuse, abuse, neglect, damage, tampering, improper installation, maintenance, or repair

(not provided by TN), connection to an improper voltage supply, water damage or exposure to the elements, use

with accessories or devices not approved by TN, use other than in the normal and customary manner or failure to

install or use the Software in accordance with instructions.

16.3 For the avoidance of doubt during the period of time between receiving notice of any defect in the Software and

rectification, TN will not be liable for any loss or damage suffered by the Customer that might have been prevented

had the Service been fully operational.

#### **17 Liability**

**The provisions of Clauses 17.1 to 17.4 shall only apply to Customers who are purchasing the Services in**

**the course of their business or for commercial use.**

17.1 The Services are provided to the Customer "as is," and the Customer agrees to use them at its own risk.

17.2 Other than the limited and only warranties provided above by TN any other guarantees, representations or warranties

of any kind, express or implied, arising by law or otherwise, including but not limited to, content, quality, accuracy,

completeness, effectiveness, reliability, fitness for a particular purpose, usefulness, use or results to be obtained

from the TN Unit or Device, the Software or the Services or that the TN Unit, Devices, Software or the Services will

be uninterrupted or error-free are expressly excluded except where prohibited by law. Where prohibited, any such warranty is limited to the minimum warranty and period provided by law.

17.3 The exclusions in this Agreement, including this Clause 17, shall apply to the fullest extent permissible at law, but

TN does not exclude liability for death or personal injury caused by the negligence of TN, its officers, employees, contractors or agents; for fraud or fraudulent misrepresentation; for breach of the obligations implied by section 12

Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982; or for any other liability which may not be excluded by law.

17.4 Except as expressly stated in Clause 17.3:

17.4.1 TN's liability, whether under this Agreement or any collateral contract, for loss of or damage to the Customer's

tangible property caused by the negligence of TN, its officers, employees, contractors or agents, shall not

exceed £30,000;

17.4.2 (save as set out in 17.4.1) the total liability of TN, whether in contract, tort (including negligence) or otherwise

and whether in connection with this Agreement or any collateral contract, shall in no circumstances exceed

a sum equal to 150% of the total fees paid by the Customer in the preceding twelve (12) months; and

17.4.3 TN shall have no liability for any losses or damages which may be suffered by the Customer (or any person

claiming under or through the Customer), whether the same are suffered directly or indirectly or are immediate or consequential, and whether the same arise in contract, tort (including negligence) or otherwise

howsoever, which fall within any of the following categories:

17.4.3.1 loss or damage caused to, or suffered by, the Customer relating to the Vehicle being stolen or

damaged or an incorrect Route being provided;

17.4.3.2 special damage even though TN was aware of the circumstances in which such special damage

could arise;

17.4.3.3 loss of profits;

17.4.3.4 loss of anticipated savings;

17.4.3.5 loss of business opportunity;

17.4.3.6 loss of goodwill; and 17.4.3.7 loss of data; provided that this Clause 17.4.3 shall not prevent claims

for loss of or damage to the Customer's tangible property that fall within the terms of Clause 17.4.1

or any other claims for direct financial loss that are not excluded by any of categories 17.4.3.1 to

17.4.3.7 inclusive of this Clause 17.4.3.

**The provisions of Clauses 17.5 to 17.13 shall apply only where the Customer is purchasing the Services**

**outside of the course of business or for personal use.**

17.5 TN accepts responsibility if a Customer is injured or dies as a result of its negligence.

17.6 TN also accepts responsibility for loss or damage to a Customer's physical property arising from its negligence. It

will pay up to £50,000 in any 12 month period for this loss or damage.

17.7 TN will have no responsibility to pay the Customer compensation for financial loss, for any information which is lost

or corrupted, or for any loss that could not have been reasonably foreseen or for any business losses.

17.8 Except as described in Clauses 17.5 and 17.6, TN will not pay the Customer more than £50,000 in compensation

(even if TN has been negligent) in any 12 month period.

17.9 Nothing in this Agreement affects the Customer's legal rights relating to Services which are faulty or have been

incorrectly described.

17.10 TN cannot guarantee that it will be able to solve all problems reported by the Customer or that it will be able to advise on all Service related issues.

17.11 TN is not responsible for any consequences of the Customer's failure to correctly follow TN's advice and recommendations.

**The provisions of the remainder of Clause 17 shall apply to all Customers**

17.12 The TN Unit is an electronic assembly that consumes electrical current. It is designed to draw low amounts of current when the Vehicle is not being operated and therefore there is a small drain on the Vehicle battery that may adversely affect Vehicles that are not in regular operation. TN is not liable for any consequences of the battery drain associated with use of the TN Unit and recommends that the Vehicle battery should be recharged periodically to ensure maximum performance. In the case of a Standard-Fit Unit the drain on the Vehicle battery will not be any greater than the Vehicle manufacturer's recommended or agreed threshold.

17.13 The TN Unit and/or Services must not be used in any way which would or may affect the ability of any driver of the Vehicle to drive safely and in accordance with the Highway Code. The Customer or an Authorised User is ultimately responsible for the Vehicle under his/her control and they should be aware of their surroundings at all times. In certain geographic areas one way streets, turn restrictions and entry prohibitions (e.g. pedestrian zones) are not recorded or displayed. TN is not liable for any loss or damage caused by the acts or omissions of the driver of the Vehicle.

17.14 Users of the Vehicle remain at all times responsible for observing all relevant laws and codes of safe driving and TN is not liable for any fine, penalty, or punishment issued to the Customer or any user of the Vehicle.

17.15 The Customer acknowledges that, owing to the nature of the technology in the TN Unit and any Device, the operation of Services may from time to time be adversely affected by faults and disruptions caused by physical features such as underpasses, windscreens and other physical features of the Vehicle, other electronic devices, atmospheric conditions, the state of the ionosphere, GSM networks and GPS satellite availability, internet and website performance and availability and other causes of interference beyond TN's reasonable control. TN gives no guarantee that all Services will operate properly or at all in adverse conditions or in the event of Force Majeure as defined in Clause 20.1 below. In particular, the operation of the TN Unit and any Device and the provision of Services depend to some extent upon the operation of the digital cellular telecommunications technology on which the TN Unit or any Device operates, and this technology is not operative all the time in all parts of the Territory or Europe. If the Customer uses the TN Unit to accept inbound calls it should ensure that the Vehicle is stationary to maximise call quality and call quality can be affected by background noise and adverse conditions.

17.16 The Customer acknowledges that TN has no liability with regard to any communication costs including the cost of messages, telephone calls and/or downloads to and from a Device incurred by the Customer from the Customer's communication airtime provider. The Button can only be used to call a fixed UK landline and not mobiles and has a

maximum use per vehicle of 100 call minutes per month, after which TN reserves the right to charge a reasonable fee for its additional costs.

17.17 The Customer acknowledges that traffic, speed limit/exception data forming part of the Services may contain inaccurate or incomplete information due to changing circumstances, sources used and the nature of collecting comprehensive traffic, speed limit and speed exception data, any of which may lead to incorrect results.

17.18 The Customer must maintain adequate insurance for the Vehicle and the TN Unit and the provision of Services does not mitigate that responsibility of the Customer in that respect.

17.19 TN shall not be liable for damages or loss of any kind, whether increased costs, lost profits or goodwill, lost revenues or data or incidental, special, punitive, indirect, incidental, exemplary or consequential damages, arising from the provision of the Customer's data as provided for in Clause 19.6 below;

17.20 The Customer acknowledges that the provisions of this Clause limiting and excluding the liability of TN are reasonable given the complex nature of the technology involved in the TN Unit, Software and the provision of Services and the many other factors affecting the Services outside TN's reasonable control.

### **18 Assignment**

18.1 This Agreement is personal to the Customer and relates exclusively to the Vehicle or Device and may not be assigned by the Customer other than under Clause 18.2 herein.

18.2 At the Customer's request, TN will arrange for the TN Unit to be transferred from one Vehicle to another upon payment by the Customer of the then current TN de-installation and re-installation charges. If the Vehicle is sold and possession of the TN Unit passes to the new owner, the new owner must contact TN to arrange for the provision of Services. Unused portions of Subscriptions are not refundable.

18.3 TN may assign, transfer or novate this Agreement and the rights and obligations under it in whole or in part to any other party at any time, and must inform the Customer of any such transaction in writing within a reasonable time after it has occurred.

### **19 Customer Information**

19.1 Notwithstanding paragraphs 19.2-19.9 below, to the extent applicable, any Customer personal data shall be processed in accordance with the General Data Protection Regulation 679/2016 and in accordance with TN's data protection provisions found at <https://www.teletracnavman.co.uk/combined-terms-and-conditions-uk>.

19.2 The Customer acknowledges that for quality control, security reasons and training, telephone calls between TN and the Customer may be recorded.

19.3 The Customer consents and acknowledges that TN tracks and traces the location, time and speed of Vehicles via the TN Unit or the Device and processes the related data for the purposes of this Agreement.

19.4 The Customer consents to his personal data being made available during an Incident or Emergency to TN partners and/or Public Emergency Services including TN partners and/or Public Emergency Services located in countries whose legislation may not provide the same level of data protection as in the UK and to TPSPs for the Concierge Service and Breakdown service providers in the case of a Breakdown and in the case of a Customer who purchases SVT from TN to Thatcham (The Motor Insurance Repair Research Centre) solely for the purpose of enabling

Thatcham to issue the Customer an insurance certificate.

19.5 TN reserves the right to use the Customer's personal data, including personal data obtained from the Vehicle or

Device for traffic information, data analysis, mapping, and marketing purposes.

19.6 TN reserves the right to use and to allow third parties to use anonymised location, time and speed information

obtained from the Vehicle or Device for traffic information, journey data analysis and mapping purposes. Customers

which have an OEM, lease, finance, maintenance and/or insurance agreement for services with a third party where

the Customer has been informed of the third party's use of the data produced by the Services and the purpose of

such use, or where it is detailed in the Order Form and/or Agreement (or otherwise agreed in writing), consent to the

provision by Teletrac of data produced by the Services and/or the analysis of the same by TN, or access to said data

and/or analysis, identified as the Customer's data, being given to the said OEM, lease, finance, maintenance and/or

insurance company and for that named third party's use of the data and/or analysis.

19.7 With regard to Customer's whose Subscription includes SpeedGauge TN reserves the right to send the Customer's

personal data, including personal data obtained from the Vehicle to SpeedGauge Inc. for analysis and reporting.

19.8 TN and its agents, its business partners and/or carefully selected companies may use the Customer's information to

keep the Customer informed by post, telephone, facsimile, e-mail, SMS or other means about TN products and

services. By providing TN with contact details, the Customer consents to being contacted by these parties for these

purposes. If the Customer does not wish to receive marketing information, the Customer must state this in writing to

Teletrac Navman (UK) Ltd K1 – First Floor, Kents Hill Business Park, Milton Keynes, MK7 6BZ, or send a message

by email to an address specified by TN.

19.9 The Customer undertakes to inform all Authorised Users of the information set out in this Clause.

## **20 General**

20.1 TN is not liable for any delay in performing or for failure to perform its obligations hereunder to the extent that and

for so long as the delay or failure results from any cause or circumstance whatsoever beyond its reasonable control

including, without limitation, the activities of civil or governmental authorities, industrial disputes, acts of God, or

severe weather conditions (each an event of "Force Majeure"). TN shall notify the Customer as soon as practicable

upon becoming aware of any event of Force Majeure and shall indicate the manner and extent to which its obligations

are likely to be prevented or delayed. If any event of Force Majeure occurs, the date(s) for performance of the

obligation(s) affected shall be postponed for so long as is made necessary by the event of Force Majeure.

20.2 All notices and other communications required or permitted to be given under this Agreement shall be in writing and

shall be delivered or transmitted by the Customer to TN at the address specified above at Clause 19.8 or such other

address as TN may notify to the Customer in writing or electronically by SMS or email for this purpose from time to

time. Notices by TN to the Customer shall be to the Customer Address and it is the responsibility of the Customer to

advise TN of any change of Customer Address expeditiously. Any notice shall be treated as having been served on

delivery if delivered by hand, email or SMS, 4 Working Days after posting if sent by pre-paid registered mail, 2 Working Days after dispatch if sent by courier and on confirmation of transmission if sent by facsimile. Reference to

"in writing" in this Agreement includes TN notifying the Customer by post, email or SMS where the Customer has supplied such contact details.

20.3 In the event that a Customer is dissatisfied with the TN Units or Services it must bring any such complaint to TN's

attention within 28 days of being aware of it. This does not affect a Customer's statutory rights.

Otherwise, the failure

of either party to enforce or to exercise at any time or for any period of time any term of or any right pursuant to this

Agreement (including but not limited to TN enforcing its rights under Clause 11 herein) does not constitute, and shall

not be construed as, a waiver of such term or right and does not affect that party's right later to enforce or to exercise

it.

20.4 If any term of this Agreement is found to be illegal, invalid, or unenforceable under any applicable law, such term

shall, insofar as it is severable from the remaining terms, be deemed omitted from this Agreement and shall in no

way affect the legality, validity or enforceability of the remaining terms.

20.5 This Agreement and/or any subsequent additions and/or amendments notified to the Customer and/or as published

on the Websites contain all the terms agreed between the parties regarding its subject matter and supersedes any

prior agreement, understanding or arrangement between the parties, whether oral or in writing. No representation,

undertaking or promise shall be taken to have been given or implied from anything said or written in negotiations

between the parties prior to this Agreement except as expressly stated in this Agreement. Neither party shall have

any remedy in respect of any untrue statement made by the other upon which that party relied in entering into this

Agreement (unless such untrue statement was made fraudulently) and that party's only remedies shall be for breach

of contract as provided in this Agreement.

20.6 The construction, validity and performance of this Agreement shall be governed by the laws of England and the

parties submit to the exclusive jurisdiction of the English courts to resolve any disputes between them.

20.7 Where any provision of this Agreement refers to an affiliated company or licensor of TN, it shall be enforceable by

that company in accordance with the Contracts (Rights of Third Parties) Act 1999 (UK), but otherwise no provision

in this Agreement is intended for the benefit of any third party.

## **21 Distance Selling**

21.1 Where the Customer is a consumer (that is acting outside of the course of their business) and this Agreement has

been concluded by distance means (e.g. by phone or over the internet) The Consumer Protection (Distance Selling)

Regulations 2000 gives the Customer a right to cancel this agreement up to 12 days after it has entered into it except

where TN has started to provide the Service to the Customer with its agreement. In order to cancel please contact

TN using the address set out at Clause 12.1. If the Customer exercises this right TN will not charge the Customer

and will return any money it has paid.

21.2 Where Clause 21.1 applies, the Customer agrees that TN's provision of the Services may start prior to the end of

the statutory cancellation period arising under the Consumer Protection (Distance Selling) Regulations 2000. As a result, after TN starts to provide the Services to the Customer, the Customer will no longer be able to cancel its agreement under the Consumer Protection (Distance Selling) Regulations 2000. For more details in relation to statutory rights please contact your local Citizens Advice Bureau.

21.3 For the purpose of this Clause TN will be considered to have started providing the Services at the earlier of the date of installation of the TN Unit or when the Customer first uses the Services or downloads the Application.

It is the policy of Teletrac Navman (UK) Ltd always to try to give our best possible service to you, but if you have any

questions or concerns about the product or service, please contact Teletrac Navman (UK) Ltd. The contact details Teletrac

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