



## Remote Desktop Service - Terms and Conditions

01.05.20

The term 'Sensus' 'S50' 'us' 'we' or 'our' refers to Sensus3 Ltd, company number: 5309558 and its affiliates. S50 is a trading name of Sensus3 Limited. The term 'customer' 'you' 'your' 'user' refers to a Licensed User, an employee or agent of a legal entity that is authorised to represent and legally bind such entity to these Terms. 'Work' refers to your normal place of work i.e. your company office or your employer. 'Remote Desktop Service' and 'Remote Desktop' refers to Splashtop Business provided by Splashtop Inc and resold by S50.

By agreeing to these terms you understand that:

- The remote desktop service and associated software is provided at the customer's sole risk
- You are responsible for ensuring your work system is powered on, you have a working high speed internet connection at work and at your external remote working location e.g. home
- Any non-work issued systems i.e. home PC's, laptops, tablets and mobile devices that you may use to access remote desktop, are in full working order and free from viruses and other infections
- S50 is not liable for consequential damages of any kind
- S50 is not liable for unauthorised access to your work PC's via remote desktop
- S50 does not assume and is not responsible for any liability for the linking and viewing of any of your systems content, the operation of remote access or your systems performance
- S50 will not support your home internet connection, routers or any other hardware, software or services other than those covered under a separate SLA with S50
- S50 will provide remote access support for the installation and connection to Remote Desktop and its associated features, including the setup of remote printing via the platform
- To allow us to remotely support Remote Desktop on your work and external PC/Laptop and provide monitoring and reporting on the health of your external PC/Laptop, we will need to install an additional 3<sup>rd</sup> party software client on your external PC/Laptop
- Support for Remote Desktop and its features are included in its advertised price on [www.s50.co.uk](http://www.s50.co.uk)

### To access your work PC remotely you must have:

- An active remote desktop seat license issued by us via an invitation email sent to your registered work email addresses
- The remote desktop streamer software installed on your work PC
- Accepted the invitation email from [info@s50.co.uk](mailto:info@s50.co.uk) via [no-reply@my-mail.splashtop.com](mailto:no-reply@my-mail.splashtop.com)
- Completed the remote desktop login steps and noted the password you set during these steps
- Have downloaded and installed the Splashtop Business software on your work issued or personally owned PC, laptop, tablet or mobile device at your home or external remote location

A: 50 Frederick Road, Sutton, Surrey, SM1 2HU

T: 0208 770 0007 | E: [info@s50.co.uk](mailto:info@s50.co.uk) | W: [www.s50.co.uk](http://www.s50.co.uk)

S50 is the business name of: 'Sensus3 Limited' - Reg: 5309558 - VAT: 857707584

'Sensus3 Limited' Registered Address: 3 Mulgrave Chambers, 26-28 Mulgrave Road, Sutton, Surrey, SM2 6LE



#### Free Trial:

1. You are entitled to a maximum of one Free trial of Remote Desktop for 7 days starting from the day the Splashtop agent is activated on your PC
2. By participating in this Free Trial you also agree to an ongoing Subscription for Remote Desktop and to be billed accordingly, should you fail to notify us that you wish to cancel using Remote Desktop before the free trial ends
3. If you wish to cease using Remote Desktop at the end of the Free Trial you must notify us before the 7 day Free trial ends, at which time we will remove your remote desktop license and all remote access to your PC via Remote Desktop will cease
4. This promotion is not transferrable or exchangeable and cannot be used in conjunction with any other offer, unless otherwise agreed in writing with S50
5. We reserve the right to hold, suspend, cancel or amend the Free trial promotion where it becomes necessary to do so.
6. Cancellation of this promotion does affect your right to the remaining term of the Free trial if we cancel part way through.

#### Subscription:

The minimum term for the provision of the remote desktop service is 1 month and your subscription commences on the day we confirm receipt of an approved S50 quotation returned by you to [finance@s50.co.uk](mailto:finance@s50.co.uk) or [finance@sensus3.co.uk](mailto:finance@sensus3.co.uk). By approving an S50 quotation you also accept and agree to be bound by the terms herein and the accompanying applicable terms of Splashtop Inc available here: <https://www.splashtop.com/terms>. The remote desktop subscription is billed on a per seat, per month basis in advance via electronic bank transfer and within 5 days of your invoice date.

If you wish to cancel the remote desktop subscription and or uninstall the remote desktop streamer and Splashtop Business software, you must provide notice 1 full working day before the last day of the current billing period, via email to [finance@s50.co.uk](mailto:finance@s50.co.uk) and or call 0208 770 0007 and request the service be cancelled. You will be billed for one full month if notice is received after this time and until notice is received in line with the terms set out. You must clearly state the amount of seat subscriptions you wish to cancel and if we request it, provide the users names and or PC names they relate to. We reserve the right to suspend or cancel your subscription at any time and without notice if subscription payments are missed. We may review the remote desktop subscription pricing or these terms at any time and reserve the right to make changes, but will in all cases inform you of any such changes with a minimum of 1 months' notice. Normal terms of business apply.

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