

Terms & Conditions

At Exact we always strive to make the installation and implementation of our software smooth and hassle free for you. To ensure this, we have a few conditions to our products and services. Please go through to them and let us know if you have any questions.

Hardware and software requirements

The customer is responsible for have a suitable IT infrastructure and by suitable we mean:

1. Complying to our requirement:
 - Operating System
 - Microsoft Windows 8 (2012+)
 - Microsoft Windows 7 (SP1, 32-bit or 64-bit) (Recommended)
 - Microsoft XP
 - Windows Server 2012 (2012+)
 - Windows Server 2008 (R2 SP1, 32-bit or 64-bit) as a file server or workstation (Recommended)
 - Windows Server 2003
 - Microsoft .Net Framework 3.5 and above
 - Hardware
 - 2.1 GHz Intel Pentium Dual Core processor or faster
 - 2 GB RAM (recommended 4 GB)
 - 2 GB hard disk space
 - 32-bit colour, 1024x768 screen resolution
2. Working; i.e. everything should be in place and installed.
3. Issue free; hardware should have no issues, viruses etc.
4. The hardware should have a proper power back-up in case of power failures.
5. Accessible, Administrative passwords present (for support engineer to install the software).

Prior to installation, the customer should check and see if this is the case. Any issues should be communicated at the earliest to Exact. Failure to do so may result in delays. Exact advises its clients to use legal, registered software to avoid irregular software behaviour. In case of deviations of above requirements, Exact will always try to make things work, however, cannot guarantee a fully successful installation.

Peripherals

In case of any peripheral devices that may need to be integrated with our software (i.e. fiscal printers, non-fiscal printers, barcode scanners, cash drawers, POL displays, biometric devices etc.). Exact software integrates with most devices and can advise on specific models. If clients already have hardware

peripherals, that is also not a problem, however, the customer should advise on the Make and Model so we can establish if we already integrate with it or if further software configuration is required.

Special Requests

The standard (generic) software is sold “as-is” without any company specific tailored components.

”Any special request such as integration with existing (third party) software, upload of data or tailor made software is not part of the standard software agreement and should be communicated before installation. Additional charges may apply to these requests.

Exact Software will be able to develop any company specific requirements into its software. Please contact Exact Software for more information.

Payment

As per our company policy, payment should always be made in advance. Only after receiving payment (in full, including VAT) we can proceed with the scheduling of the installation. Exact is VAT registered and is required by law within Tanzania to raise VAT against its prices.

Installation

The Customer is responsible for the provision of all necessary information, infrastructure, payment etc. If everything is in place, we will make an appointment with you regarding the day of installation. Depending on several factors, we will strive to do the installation as soon as possible but always within 14 days. Often we can do the installation within a few days.

Configuration and implementation

After installing the software, the software may need to be configured to specific requirements. Exact will provide training and assist with data implementation, however, unless otherwise agreed, the customer is responsible for the data entry of his or her data in the system.

Support

A standard yearly support agreement provides our customers with updates, when available, plus support via our Helpdesk. The Exact Helpdesk is available by telephone and email, we also offer “fair-use” consultancy at our technical centre, via pre-arranged visits. Remote support via the Exact viewer, and visits to client sites are also optional, but these may incur charges depending on the level of the support agreement.