

1/1 Contractual Conditions

1. Contract start and duration

The parties agree to a minimum contract period of 12 months from the ready for service date. Afterwards the contract can be terminated by either party at any time with notice of a 2 months period to the end of the contract (Annual payment: RfS-date plus 12 months in each case; Quarterly payment: due at the end of the 3-month payment period). Changes to the contract duration or payment frequency (annual or quarterly) are subject to the same terms as contract cancellations. Payments already made will not be refunded (Exception: when moving outside of Switzerland or in the event of death). The concluded contract can be cancelled within 5 days after order confirmation; a fee of CHF 150 will be charged. This is a permanent contract until the date of cancellation.

2. General Terms and Conditions Init7

The General Terms and Conditions govern the conclusion, content and performance of all contracts between Init7 on the one hand and their customers on the other.

By signing this Contract, the Customer confirms to have previously read, understood and accepted the General Terms and Conditions of Init7.

3. Service Level

Through defined Service Levels, Init7 sets the quality standards of its products and services. With our commitment to these Service Levels, we guarantee our customers consistent high quality regarding the availability of products and services respectively, service times and accessibility of customer support, and reaction times.

Service Level Private Clients:

Service times	Mo–Tue 9 am–8 pm, Fr 9 am–5pm
Reaction times	5–7 working days