

The CUSTOMER SERVICE AGREEMENT between Britannia Lanes & 'the customer' (detailed overleaf), takes effect on the commencement date of this agreement.

In consideration of the promise set forth in the agreement, the parties agree as follows:

1. Britannia Lanes will provide the following services to the 'customer'
  - 1.1 **Equipment:** Britannia Lanes will provide and maintain a reasonable supply of locked consoles & other related equipment for the collection & storage of customers confidential materials
  - 1.2 **Certification:** At the conclusion of the Document Destruction Process, Britannia Lanes will provide the customer with a 'Certificate of Destruction' via the following link to our website;  
<http://www.lanesshredding.co.uk/businessshred.php>
  - 1.3 **Inspection rights:** Upon the customer's request an authorised representative of the customer, may at any time, inspect the Document Destruction Process.
  - 1.4 **Document Disposal & Recycling:** A third party currently; Squab Group will recycle or otherwise dispose of the customer's Shredded material in the ordinary course of their business.
2. **Definitions:** For purposes of this agreement, the terms set forth will have the following meanings:
  - 2.1 A '**Certificate of Destruction**' is a document that Britannia Lanes provides to the customer as confirmation that the document destruction process as described in section 1.2 has been completed with respect to certain confidential materials.
  - 2.2 '**Confidential Materials**' are any materials, including documents, that are placed within Britannia Lanes locked consoles or shredding bags located on the customers' business premises.
  - 2.3 '**Locked Consoles**' are secured storage containers designed for the day-to-day collection and storage of the customer's confidential materials.
3. **Contents of Waste.** The waste producer warrants that the waste will not contain plastic, food or hazardous concentrations of any noxious, poisonous or polluting substances. Britannia Lanes has the right to refuse to collect. Repetitive breaches of this condition may lead to termination of the contract.
4. **Ownership of Equipment.** The locked consoles and any other equipment provided to the customer by Britannia Lanes will remain at all times the property of Britannia Lanes. The customer will have no interest in or rights to the locked consoles or any other equipment provided by Britannia Lanes.
5. **Damaged Equipment.** The customer will fully compensate Britannia Lanes for any damage to, or loss of, the locked consoles or any other equipment supplied to the customer by Britannia Lanes, except for any equipment loss or damage directly caused by Britannia Lanes, such loss or damage will be the responsibility of Britannia Lanes.
6. **Service Fee.** The customer will pay the agreed console hire or shredding bag charges, as detailed overleaf for all regularly serviced collections. For all services and associated charges payment is due within the agreed payment terms state overleaf. Failure to make payments as per our payment terms may result in the suspension of the service until payments are met.
7. **Adjustment of Fee** Britannia Lanes reserves the right to modify the amount of the service fee after the initial 12 month period, or as the service changes.
8. **Term of Agreement.** Unless otherwise stated the agreement will stay in force for a term of one year (the 'initial Term'), either party may end this agreement following the initial term by giving the other party 90 days' notice in writing.
9. **Termination.** On termination, for whatever reason, all rights of the customer will cease and the customer will pay Britannia Lanes within 15 days of receiving notice of termination in full, any and all outstanding account balances for services performed by Britannia Lanes prior to termination of the agreement, plus any payment covering the remainder of the term agreement. The customer will cease access to all the equipment belonging to Britannia Lanes.
10. **Excused performance.** Britannia Lanes will not be in breach for failure to comply with the provisions of this Agreement where Britannia Lanes' failure is due to circumstances beyond Britannia Lanes' reasonable control including, without limitation, strikes, wars, riots, civil commotion, fires, natural disaster & acts of government.
11. **Assignment.** The customer will not assign this agreement without the written consent of Britannia Lanes.