

General Terms & Conditions

- We offer a 30-day rolling tracking subscription (6/12-monthly also available upon request). There are **NO CONTRACTS** or activation fees with the exception of dormant trackers, (which are only activated in the event of an emergency such as theft, at a fee of £30 ex VAT) or certain re-activations.
- We require that the tracking fees be paid on the 1st of each month to cover that coming month, i.e., October's tracking fee will be paid on 1st October (this also applies when paying in 6/12-month intervals).

We ask that this be done via Direct Debit. You will be provided with the below set-up link during the ordering process.

https://xero.gocardless.com/pay/co/GEN9072278986?_ga=2.221894040.18919685.1668609310-1242355982.1668609310

Failure to set up a Direct Debit or make payment via other means in a timely manner may result in the suspension of your SIM cards and tracking account. Similarly, cancellation or failure of your Go Cardless Direct Debit payment will result in our system automatically suspending your tracking account.

We will not be held responsible for any loss of tracking data or interruption to business which occurs as a result of an account suspension.

The re-activation fee in these instances will be £20 + VAT per tracker, PLUS the outstanding tracking fees owed.

- We require a minimum of 3-4 weeks' notice to suspend or cancel any tracking subscriptions.
- All trackers carry a 12-month warranty. Please see our Refund and Returns Policy, for terms:

https://trackit247.com/refund_returns/

By beginning or continuing to use our services, you are accepting that you have read, understood and accepted these terms.

- The SIM cards used in our tracking devices are, and will remain, the property of Trackit247 Ltd. We may request the SIM card(s) to be sent back to us if needed at any time; ample notice will be given.
- Tracking is unlimited; however, a fair data usage policy applies. Our SIM cards have a data limit set by the SIM card providers and, if exceeded, the SIM may be automatically suspended until the data refreshes at the beginning of the following month; your tracker will not update until then. We may monitor the data usage at any time.
- **IMPORTANT INFORMATION ON SMS CREDITS**

Please be informed that all trackers come with a standard *30 SMS credits per month*. These automatically renew on the 1st of every month. SMS' do not roll over.

One SMS credit will be used every time:

- 1) A text message alert is sent to a phone number;**
- 2) User sends a command to the tracker to change the tracking frequency, or reboot or locate;**
- 3) User immobilises or mobilises the vehicle (where applicable).**

Email and **push notifications** do not use up any of your SMS credits. Push notifications must be set up yourself, via the mobile app.

We do have options available if you believe you will require more than 30 SMS'; please contact us to discuss. *

- Please note that all GPS trackers are dependent on the GPRS network. Tracking may be impaired or disabled in the event of a network interruption or outage. This is out of Trackit247's control.
- Please note that the remote immobilisation service is entirely dependent on the SMS (text) feature which mobile phone networks provide, and function may be impaired or disabled if the network service is interrupted or an outage occurs. This is out of Trackit247's control.
- **Trackit247 cannot accept responsibility for any network failure/interruption resulting in the loss of tracking data, interruptions to tracking services, or difficulties/inability to mobilise or immobilise vehicles.**

We will also not be held liable for any loss of business or expenses incurred, as a result of any network failure/interruption.

- Our Tracking devices can be used across Europe, without any roaming fees. If you require tracking outside of Europe, please request this during the order process. *
- Tracking history is held on our servers for a rolling 12-month period for each tracker (this can be changed upon request). Older data will automatically be overridden by newer data. You can view our Privacy Policy, including your rights when it comes to your data, below.

<https://trackit247.com/privacy-policy/>

- Please be advised that this is a self-monitoring system, therefore we recommend that you **regularly check your trackers**. Reimbursement will not be provided for any monthly tracking fees which were paid during a period where the tracker was not being used or was not working due to negligence, misuse or mishandling.
- All prices and specifications are subject to change without notice, and may exclude VAT if provided to you via channels outside of our website.

By beginning or continuing to use our services, you are accepting that you have read, understood and accepted these Terms and Conditions.

If you have any questions or concerns about our services or the contents of this document, please do not hesitate to contact us.

***Charges may apply**