

## **How Mi-IT Contracts Work**

Our engagement with clients is governed by the accepted quote, Mi-IT's standard Terms and Conditions (including applicable third-party terms), and the ongoing monthly invoices. Together, these documents form the contractual framework of the engagement.

### **1. Acceptance of the original quote**

Each engagement starts with a formal quote issued by Mi-IT.

A quote is considered accepted by the client when the client:

- provides written confirmation, including an email instruction to proceed;
- provides electronic acknowledgment via Mi-IT systems;
- signs a physical contract; **or**
- otherwise clearly indicates agreement by conduct, including instructing Mi-IT to commence services or accepting services supplied in accordance with the quote.

Once accepted, the quote forms the basis of the contractual relationship between the parties.

### **2. Terms and Conditions**

All accepted quotes and services are subject to Mi-IT's standard Terms and Conditions, available at:

<https://www.Mi-IT.co.nz/tc>

This includes both:

- Mi-IT Terms and Conditions; and
- Mi-IT Third-Party Software and Services Terms and Conditions.

These Terms and Conditions are incorporated by reference into the contract formed upon acceptance of a quote. They apply to the engagement as a whole and govern matters including service delivery, payment, liability, variations, termination, and renewal.

### **3. Services, quantities, and billing**

The specific services provided, licence counts, commitment periods, and quantities in use are reflected in the client's monthly invoices.

Monthly invoices represent the operational record of services supplied during the relevant billing period and are issued in accordance with the contract and any agreed variations.

Where services or quantities change in accordance with the contract or an agreed variation, the invoices reflect those changes for the applicable billing period.

#### **4. New or changed services**

If new services are added or existing services are materially changed, Mi-IT will either issue a new quotation or reflect the additional services on the monthly invoice, in accordance with the contract.

Once accepted electronically, in writing, or otherwise evidenced by conduct (including payment of the relevant invoice), the new quote or services constitute an agreed variation to the existing contract and form part of the overall engagement.

There is no requirement to re-sign the entire agreement for each variation; accepted variations extend and amend the original contract.

#### **5. Contract term and renewal**

The overall engagement is subject to the term specified in the contract and/or applicable quote.

At the end of the applicable term, the agreement automatically renews unless notice is given in accordance with Mi-IT's Terms and Conditions.