



Loan Hardware Terms





About these terms

- 1.1. **Product Terms.** We are Zen Internet Limited, and these terms and conditions ("Product Terms") apply if you are provided with Loan Hardware (defined below).
- 1.2. **Additional Terms.** You should read these Product Terms in conjunction with our Standard Terms and Conditions.
- 1.3. Where Zen suspect that you may be having technical difficulties accessing your service, we may, at our discretion, issue you with a temporary replacement router or 4G Mini Wi-Fi Router ("Loan Hardware") for testing and connectivity purposes.



Customer Responsibilities

- 2.1. In the event that Loan Hardware is issued, you agree that:
 - 2.1.1. You will keep the Loan Hardware safe and secure, protect it against any loss or damage and take all reasonable care of the Loan Hardware.
 - 2.1.2. You are responsible for any damage, loss, or abuse of the Loan Hardware while in your care and you will be responsible for the full purchase price of the Loan Hardware in the event of loss, or the cost of the repair or replacement in the event of damage or abuse.
 - 2.1.3. The Loan Hardware is provided solely for connecting your services and you are not permitted to allow any third party to use, access or to remove it from your premises without our prior written consent.



Duration of the loan

- 3.1. The loan is for a maximum duration of 4 weeks unless otherwise advised by Zen on a case-by-case basis.
- 3.2. Once testing is complete and we have collated the relevant test data, or, if in our reasonable opinion, the issues are resolved, we shall request the return of the loan hardware.
- 3.3. Notwithstanding the above, we reserve the right to recall the loan hardware from you and to end the loan at any time.
- 3.4. 4G Mini Wi-Fi devices are couriered to you with Unlimited Mobile Data available to use.
- 3.5. It is advised that 4G Mini Wi-Fi devices are not used for heavy data usage activities such as streaming media or high social media usage.



Ownership of the loan hardware devices

- 4.1. The Loan Hardware remains our property, and it is agreed that all rights, title, and interest in and to the Loan Hardware are vested in us at all times. These terms and conditions do not transfer any right, title, or interest in the Loan Hardware to you, except as expressly permitted within these terms.



Returning the loan hardware devices

- 5.1. Please return the Loan Hardware in its original packaging along with any cable and additional equipment, which were sent to you with it.
- 5.2. We will issue a pre-paid Royal Mail returns bag with all Loan Hardware for you to return the device to us as soon as possible once the loan hardware has been recalled.

- 5.3. If the Loan Hardware is not returned to us, we will apply a charge to your next bill depending on the device that was provided to you. The charges are as follows –
 - 5.3.1. Loan Router – £65
 - 5.3.2. 4G Mini Wi-Fi Router – £45

Acceptance

- 6.1. By accepting Loan Hardware, you are acknowledging and accepting these terms and conditions.
- 6.2. These terms and conditions will remain in effect until such time the Loan Hardware is returned to Zen.