

JB ServicePlus Subscription Plan – Terms & Conditions

Effective Date: 01st October 2025

Provider: JB Survey Limited (“JB Survey”, “we”, “us”, “our”)

Service Name: JB ServicePlus (“the Plan”)

These Terms & Conditions apply to customers (“you”, “your”) who subscribe to the JB ServicePlus plan. By subscribing, you agree to these Terms, which operate in addition to JB Survey’s standard Service and Hire Terms.

1. The Plan

1.1 JB ServicePlus is a subscription-based service plan that provides ongoing support, servicing, and equipment benefits for survey and measurement equipment.

1.2 Plan features and entitlements vary by tier and are detailed in your subscription contract or quotation.

1.3 Each plan covers specific equipment as agreed at the start of the subscription. Additional equipment may be added subject to agreement and revised pricing.

2. Term and Renewal

2.1 Each subscription runs for a **minimum fixed term of 12 months** from the start date stated on your agreement.

2.2 At the end of the term, you may:

- Renew on the same or an updated plan,
- Upgrade or downgrade to another tier, or
- End the subscription and return any covered equipment.

2.3 Renewal notices will be issued before the end of your current term.

3. Services Included

3.1 Depending on your selected plan, you may receive:

- Up to **2 or 4 services/calibrations per year** (as stated in your plan)
- **Delivery and collection** of equipment for service
- **Priority turnaround** on service work
- **Replacement unit** if stated in your plan – either 2 or 4 available per year
- Option to **renew or upgrade** at the end of your term
- Access to optional **insurance cover** at additional cost

Specific inclusions are confirmed in your plan schedule.

3.2 Any services, calibrations, or benefits included within your plan that are **not used by the end of the subscription term** will be **forfeited**. Unused services **cannot be carried forward**, exchanged, or refunded, either in whole or in part, regardless of renewal or termination status.

4. Payments

- 4.1 Payment is due **monthly by Direct Debit only**.
 - 4.2 The first payment is due on or before the start date of your plan.
 - 4.3 All prices are subject to VAT at the prevailing rate.
 - 4.4 Failure to maintain payment may result in suspension or cancellation of your plan and withdrawal of benefits.
 - 4.5 Delivery and collection charges apply unless stated otherwise.
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5. Cancellation and Fair Use

- 5.1 You may cancel the plan before the end of the term subject to a **fair use clause** and a **cancellation fee** equivalent to the remaining term or a minimum of three months' payments, whichever is lower.
 - 5.2 Any services or replacements already provided will be charged at standard rates if they exceed fair use for the period paid.
 - 5.3 JB Survey reserves the right to cancel your plan if payments are missed or misuse of the plan is identified.
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6. Liability and Insurance

- 6.1 While equipment is in your possession, you are responsible for **loss, theft, or damage** as per JB Survey's standard Hire Terms.
 - 6.2 Optional insurance cover may be provided at an additional cost – details available on request.
 - 6.3 JB Survey shall not be liable for indirect or consequential losses arising from delays, equipment failure, or use outside of agreed terms.
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7. Service and Hire Terms

- 7.1 The JB ServicePlus plan operates **in conjunction with JB Survey's standard Service and Hire Terms**, which continue to apply in full.
 - 7.2 In the event of any conflict, these Terms take precedence in relation to subscription-related provisions only.
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8. Data and Communication

- 8.1 By subscribing, you consent to JB Survey processing your information for administration, billing, and communication purposes.
 - 8.2 All correspondence relating to your plan will be sent to the contact details provided in your agreement.
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9. General

9.1 JB Survey may make reasonable changes to these Terms by giving 30 days' notice.

9.2 This agreement is governed by the laws of England and Wales.

9.3 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.
