

## **Terms and Conditions**

These Terms and Conditions ("Terms") govern the use of our services ("Services"). By engaging with our Services, you agree to comply with these Terms in full. Please read them carefully.

### **1. 30-Day Money-Back Guarantee**

- The 30-day money-back guarantee is only applicable if there is a genuine issue with the service provided by us. Determination of such issues is at our sole discretion.
- Requests for refunds must be submitted in writing, along with detailed information regarding the issue encountered.

### **2. Communication Expectations**

- Customers must allow up to 24 hours for responses to communications with their designated account manager.
- Communication delays caused by weekends, public holidays, or unforeseen circumstances will be communicated promptly.

### **3. Contract Duration and Cancellation**

- All Services are subject to a minimum 12-month contract period.
- Cancellations outside the 30-day initial period are not permitted. Customers are obligated to fulfill the terms of the 12-month contract.

### **4. Service Provision**

- We commit to providing Services to the best of our ability, as outlined in the agreement specific to each customer.
- Service delivery may be subject to delays or interruptions due to factors beyond our control, such as technical issues or external disruptions.
- We reserve the right to modify or improve Services during the contract period to maintain or enhance quality.

### **5. Customer Responsibilities**

- Customers must provide accurate and up-to-date information required for the provision of Services.
- Customers are responsible for the proper use of our Services and adherence to applicable laws.

### **6. Payment Terms**

- Payment for Services must be made in full and on time as per the agreed schedule.
- Late payments may incur additional fees and could result in suspension or termination of Services.

## **7. Liability**

- We are not liable for any indirect, incidental, or consequential damages resulting from the use or inability to use our Services.
- Our liability is limited to the total amount paid by the customer for the specific Service in question.

## **8. Confidentiality**

- All information shared between the customer and our team will be treated as confidential and will not be disclosed to third parties without consent, except as required by law.

## **9. Amendments to Terms**

- We reserve the right to amend these Terms at any time. Changes will be communicated to customers in advance and will take effect after a notice period of 14 days.

## **10. Termination**

- We reserve the right to terminate Services immediately if there is a breach of these Terms.
- Upon termination, any outstanding payments must be settled by the customer.

## **11. Governing Law**

- These Terms are governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising under these Terms will be subject to the exclusive jurisdiction of the courts in the United Kingdom.

By engaging with our Services, you confirm that you have read, understood, and agreed to these Terms and Conditions.