

Terms of Business

Standard Working Hours: Monday – Friday, 09:00 – 17:00. Work requested outside these hours must be agreed upon in advance and will be billed at an agreed out-of-hours rate.

1. Managed Services & Fixed-Price Projects

- **Scope of Work:** Services are strictly limited to the tasks outlined in your project proposal or the support defined in your Managed Services Agreement (MSA).
- **Managed Services Payment:** Billed monthly in advance. Payments are collected automatically via Direct Debit (GoCardless) on or around the 7th of each month.
- **Fixed-Price Project Payment:** Specific payment schedules, such as upfront deposits or milestone payments, will be clearly outlined in your project quote.
- **Out-of-Scope Billing:** Any work, support, or hardware requested outside your agreed scope will be quoted separately or billed at my standard ad-hoc rate. These charges will be clearly marked and added to your next invoice.
- **Term and Notice Period:** Managed service contracts run on a rolling monthly basis. You must provide at least 30 days' written notice to cancel or change your agreement.
- **Service Level Agreements (SLAs):** Response times are prioritized based on the terms set out in your MSA.

2. Ad-Hoc Support

- **Standard Rate & Billing:** Billed at my current standard hourly rate. All support carries a minimum charge of 1 hour, with extra time billed in 15-minute increments.
- **Remote Support:** Time is purchased in 1-hour blocks. Unused time rolls over but expires after one calendar month.
- **On-Site Visits:** Time cannot be banked. Billable time starts as soon as I leave for your premises.
- **24-Hour Notice:** You must provide at least 24 hours' notice to cancel or reschedule an on-site visit.
- **Cancellation Fee:** Appointments cancelled with less than 24 hours' notice will automatically incur a fee equal to the 1-hour minimum charge.
- **No Access:** If I arrive and cannot access the premises, you will be billed the 1-hour minimum charge plus travel time.

3. Privacy & Compliance

- **Privacy:** I treat all client data, passwords, and business information as strictly confidential.
- **Compliance:** Personal data is processed in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- **Third Parties:** Sensitive information is never shared with third parties unless necessary to provide a service (like ordering hardware or licenses) or required by law.

4. Hardware, Software & Liability

- **Upfront Payment:** All hardware and software licenses must be paid for in full before I place an order.
- **Warranty:** I do not offer personal warranties. All hardware is subject strictly to the manufacturer's warranty terms.
- **Backups:** You are entirely responsible for backing up your data. I am not liable for data loss unless you have a separate backup service agreement with me.
- **Third-Parties:** I am not responsible for outages, faults, or interruptions caused by third-party providers (like Microsoft 365, BT, or Virgin Media).
- **Liability Cap:** My total liability is limited to the total fees you paid in the 3 months before a claim. I am not liable for indirect losses, such as lost revenue or goodwill.

5. Payment Rules

- **Pay-As-You-Go (Standard):** Payment for ad-hoc support or one-off invoices is due immediately upon completion via SumUp.
- **Monthly Accounts (Regular Clients):** Available to approved regular clients. Ad-hoc support and extra work are combined and invoiced on the 1st of the next month. Payment is collected automatically via Direct Debit (GoCardless) around the 7th.
- **Service Suspension:** If payment is more than 7 days overdue, all support and monitoring services will be suspended until the balance is cleared.
- **Interest:** I reserve the right to charge statutory interest on overdue amounts under the Late Payment of Commercial Debts (Interest) Act 1998.