

Terms and Conditions of Service

Standard Working Hours: Monday – Friday, 09:00 – 17:00. Work requested outside these hours must be agreed upon in advance.

1. Managed Services

- **Scope of Work:** Services are strictly limited to the support defined in your Managed Services Agreement (MSA).
- **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. Fixed-Price Projects

- **Scope of Work:** Services are strictly limited to the tasks outlined in your project proposal.

3. Ad-Hoc Support

- **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.
- **24-Hour Notice:** You must provide at least 24 hours' notice to cancel or reschedule an on-site visit.

4. 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 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.

5. Hardware, Software & Liability

- **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.

6. Billing Terms

- **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.
- **On-Site Billable Time:** Billable time starts as soon as I leave for your premises.
- **Out-of-Hours Billing:** Work requested outside of standard working hours will be billed at an agreed out-of-hours rate.
- **Managed Services 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.
- **Fixed-Price Out-of-Scope Billing:** Any work, support, or hardware requested outside your agreed project scope will be quoted separately and must be approved before work continues, or billed at my standard ad-hoc rate.
- **Cancellation Fee:** Appointments cancelled with less than 24 hours' notice will automatically incur a fee equal to the 1-hour minimum charge.
- **No Access Fee:** If I arrive and cannot access the premises, you will be billed the 1-hour minimum charge plus travel time.

7. Payment Terms

- **Hardware & Software:** All hardware and software licenses must be paid for in full before I place an order.
- **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 Projects Payment:** Specific payment schedules, such as upfront deposits or milestone payments, will be clearly outlined in your project quote.
- **Ad-Hoc Payments:** Payment for ad-hoc support or one-off work is due upon completion. Depending on your requirements, payment can be made via:
 - **SumUp:** If you do not require a formal invoice, payment can be made immediately upon completion. For on-site work, payment is taken via a secure contactless tap or PIN entry (card, Apple Pay, or Google Pay). For remote work, you will be sent a payment link.
 - **Invoice:** If you require a formal invoice, or are not present upon completion of the work, you will receive an invoice generated via Xero. This will contain a secure GoCardless Instant Bank Pay link to settle the balance instantly.
- **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.