

Terms and Conditions of Service

These Terms and Conditions ("Terms") govern the use of the software support services ("Services") provided by BI Management Consultants Ltd, a company registered in the United Kingdom under company number 6480921, whose registered office is at Brookdene 43 The Highway Great Staughton, Cambs PE19 5DA ("Company").

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you may not access or use the Services.

1. Services

- 1.1.** The Services provided by the Company consist of software technical support, troubleshooting, and guidance related to software issues.
- 1.2.** The Company will make reasonable efforts to provide timely and effective support. However, the Company does not guarantee resolution of all software issues.
- 1.3.** The Services are provided remotely via email, phone, or other electronic means unless otherwise agreed upon between the Company and the customer.

2. Fees and Payment

- 2.1.** The fees for the Services are as agreed upon between the Company and the customer and are subject to change at the Company's discretion.
- 2.2.** Payment for the Services shall be made in advance unless otherwise agreed upon in writing by the Company.
- 2.3.** Failure to pay for the Services may result in suspension or termination of the Services at the Company's discretion.

3. Customer Responsibilities

- 3.1.** The customer agrees to provide accurate and complete information regarding the software issue for which support is sought.
- 3.2.** The customer agrees to cooperate with the Company in troubleshooting and resolving software issues.
- 3.3.** The customer is responsible for maintaining the security and confidentiality of any login credentials or access codes provided by the Company.

4. Limitation of Liability

- 4.1.** To the extent permitted by law, the Company shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, arising out of or in connection with the Services.
- 4.2.** The total liability of the Company for any claim arising out of or in connection with the Services shall not exceed the total amount paid by the customer for the Services.

5. Termination

- 5.1.** Either party may terminate the Services upon written notice to the other party.
- 5.2.** Upon termination, the customer shall pay any outstanding fees for Services provided prior to termination.

6. Miscellaneous

- 6.1.** These Terms constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all prior agreements and understandings, whether written or oral

Company Registered Address:
BI Management Consultants Ltd
Brookdene
43 The Highway
Great Staughton
Cambs PE19 5DA

Company No: 6480921
VAT No: 924868191

6.2. These Terms shall be governed by and construed in accordance with the laws of England and Wales, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

7. Contact Information

If you have any questions about these Terms, please contact us at ray@biconsultants.co.uk.

By accessing or using the Services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

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