

Toller Consulting Limited - Services Terms and Conditions

1. Definitions:

- "Client" refers to the party receiving Services.
- "Provider" refers to Toller Consulting Limited.
- "Services" refer to the services offered.

2. Service Description:

- Toller Consulting will provide the Services as detailed in the agreed-upon statement of work or proposal.

3. Service Levels:

- Service levels, including response times and resolution commitments, are outlined in the Service Level Agreement (SLA) provided.

4. Payment and Invoicing:

- The Client agrees to pay fees for Services as per the agreed-upon pricing structure.
- Invoices will be issued in accordance with the agreed-upon payment terms.

5. Term and Termination:

- The term of Services is specified in the service agreement.
- Either party may terminate for material breach with a notice period.

6. Confidentiality:

- Both parties agree to maintain the confidentiality of sensitive information shared during the provision of Services.

7. Data Protection:

- Toller Consulting will comply with applicable data protection laws and regulations in the delivery of Services.

8. Intellectual Property:

- Toller Consulting retains intellectual property rights to its tools, methodologies, and solutions utilized in providing Services.

9. Liability:

- Toller Consulting's liability is limited to the fees paid by the Client for the Services.
- Toller Consulting is not liable for indirect or consequential damages.

10. Force Majeure:

- Toller Consulting is not liable for failure to perform Services due to circumstances beyond its control.

11. Governing Law:

- These terms are governed by the laws of [Jurisdiction].
- Any legal actions will be brought in [Jurisdiction] courts.

12. Changes to Terms:

- Toller Consulting reserves the right to modify these terms. Clients will be notified of any changes in advance.

By engaging in Services with Toller Consulting Limited, the Client agrees to abide by these terms and conditions.

Toller Consulting Limited

21st February 2024