



A2Z Zoho Implementation Services

Terms and Conditions Document Zoho Solution Design and Technical Consultancy For G-Cloud 15

1. Introduction

These Terms and Conditions apply to the provision of Zoho Solution Design and Technical Consultancy services by A2Z Cloud Ltd to public sector buyers through the G-Cloud 15 framework.

2. Contract formation

A contract is formed once the buyer issues a written confirmation of engagement and A2Z Cloud Ltd confirms acceptance. These Terms and Conditions apply alongside any agreed order form or statement of work.

3. Scope of services

Services are limited to consultancy activities such as discovery, solution design, process mapping, technical assessment, and written recommendations. Implementation, configuration, managed services, and ongoing support are not included unless explicitly agreed in writing.

4. Delivery approach

Services are delivered on a consultancy basis either remotely or on site, as agreed with the buyer. Work is delivered using reasonable skill and care by suitably qualified consultants.

5. Estimates and changes

Any effort, time, or cost provided is an estimate based on the information available at the time. If requirements change or additional work is identified, this will be discussed and agreed with the buyer before proceeding.

6. Charges and payment

Charges are agreed in advance based on the defined consultancy scope. Invoices are issued in accordance with agreed payment terms. No time logs are supplied as part of this service.

7. Buyer responsibilities





The buyer is responsible for providing timely access to relevant stakeholders, information, documentation, and systems where required. Delays caused by lack of access or information may impact delivery timelines.

8. Intellectual property

All pre existing intellectual property remains the property of the respective party. Any consultancy outputs created specifically for the buyer are provided for the buyer's internal use unless otherwise agreed.

9. Confidentiality

Both parties agree to keep confidential any information disclosed during the course of the engagement, except where disclosure is required by law.

10. Data protection

Each party shall comply with applicable UK data protection legislation. Where access to systems or data is required, this will be limited to what is necessary for service delivery.

11. Liability

Liability is limited in accordance with A2Z Cloud Ltd's standard Master Services Agreement. Nothing in these Terms limits liability for death or personal injury caused by negligence or for fraud.

12. Termination

Either party may terminate the engagement by providing written notice in accordance with agreed terms. Fees for work completed up to the termination date remain payable.

13. Governing law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

