



A2Z Zoho Implementation Services

Terms and Conditions – For G-Cloud 15

1. Introduction

These Terms and Conditions apply to the provision of Zoho Implementation Services by A2Z Cloud Ltd under the G-Cloud 15 framework. They apply in conjunction with any agreed order form, statement of work, or service description document.

Where there is any conflict between these Terms and Conditions and an agreed order form or statement of work, the latter shall take precedence.

2. Scope of services

A2Z Cloud will provide Zoho implementation and configuration services as described in the Service Definition Document and agreed scope of work.

Services are delivered on a project basis and limited to the activities explicitly agreed in writing.

3. Customer responsibilities

The customer is responsible for providing timely access to systems, data, documentation, and relevant stakeholders. The customer is also responsible for ensuring the accuracy and completeness of data provided, completing data cleansing and data quality activities where required, and making decisions and approvals within agreed timeframes.

Delays in meeting these responsibilities may impact delivery timelines.

4. Change control

Any change to the agreed scope, requirements, or assumptions will be managed through a formal change request.

A2Z Cloud will provide an updated estimate of effort where changes are identified. No additional work will be undertaken without customer approval.





5. Pricing and payment

Pricing is based on an estimate of the hours required to deliver the agreed scope of work. Estimated hours are provided in advance based on known requirements and delivery assumptions.

The service is not delivered on a time and materials basis and detailed time logs are not supplied as part of delivery.

Where additional work is required following an approved change request, revised pricing will be agreed in advance.

Payment terms are as agreed in the relevant order form.

6. Licences

Software licences, including Zoho licences, are not included unless explicitly stated and are procured separately.

A2Z Cloud acts as a reseller of Zoho licences where applicable but is not responsible for the operation or availability of the Zoho platform.

7. Support

Support outside the agreed project scope is not included unless explicitly agreed.

Where support is provided, it is delivered during standard business hours, Monday to Friday, excluding UK public holidays, and subject to agreed service targets.

8. Service levels

Any response and resolution times provided are service targets only and not guaranteed commitments.

Service levels may be impacted where resolution depends on Zoho or other third-party services outside A2Z Cloud's control.

9. Data protection

Each party shall comply with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018.

A2Z Cloud will process personal data only as required to deliver the agreed services and in accordance with documented customer instructions.





10. Security

Access to customer systems is restricted based on role and follows least-privilege principles.

Zoho platform-level security controls are provided and maintained by Zoho as the platform provider.

11. Staff and subcontractors

Staff involved in service delivery are subject to pre-employment checks including identity verification, right to work in the UK, visa status where applicable, and employment references.

A2Z Cloud may use subcontractors where required and remains responsible for their delivery in line with these Terms and Conditions.

12. Intellectual property

All pre-existing intellectual property remains the property of the respective owner.

Configuration, documentation, and deliverables produced as part of the services may be used by the customer for internal business purposes.

13. Liability

Neither party excludes liability for death or personal injury caused by negligence, fraud, or fraudulent misrepresentation.

Subject to this, liability is limited in accordance with the agreed order form or applicable master agreement.

14. Termination

Either party may terminate the services in accordance with the terms set out in the applicable order form or master agreement.

Upon termination, the customer shall pay for all work completed up to the termination date.

15. Governing law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

