



General Terms & Conditions: RPA Support Services

General Terms & Conditions for the Provision of: RPA Professional Services

1. Introduction

These Terms and Conditions govern the provision of robotic process automation ('RPA') development and associated consultancy services (the "Services") provided by e18 Consulting Ltd trading under the brand e18 Innovation ("e18") to its clients ("Client" or "You").

2. Services

e18 agrees to provide professional RPA development services and consultancy as agreed upon in written form between e18 and the Client (the "Service Agreement").

The scope of Services, deliverables, timelines, and fees will be detailed in the Service Agreement.

3. Fees and Payment

3.1. The fees for the Services shall be as set out in the Service Agreement.

3.2. Invoices will be issued by e18 according to the terms agreed upon in the Service Agreement. Payment is due within 30 days of invoice date unless otherwise agreed.

3.3. Late payments may incur interest at the rate of 4% per annum above the Bank of England's base rate.

4. Client Obligations

4.1. The Client agrees to provide e18 with access to all information, personnel, and facilities as reasonably required for the provision of the Services.

4.2. The Client agrees to cooperate with e18 in all matters relating to the Services.

5. Intellectual Property

5.1. All intellectual property rights in the materials, software, and deliverables created by e18 in the course of providing the Services shall remain the property of e18 unless otherwise agreed.

5.2. e18 grants the Client a non-exclusive, royalty-free license to use such materials, software, and deliverables for its internal business purposes.

6. Confidentiality

Both parties agree to keep all confidential information received from the other party in strict confidence and not to disclose it to any third party without the prior written consent of the disclosing party.

7. Liability

7.1. e18's liability for any loss or damage suffered by the Client as a result of the provision of the Services or breach of these Terms and Conditions shall be limited to the fees paid by the Client for the Services.

7.2. e18 shall not be liable for any indirect, special, or consequential loss or damage.

8. Termination

To be agreed per Service Agreement.

9. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of England. Any disputes or claims arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England.

10. Amendments

e18 reserves the right to amend these Terms and Conditions at any time. Any such amendments will be communicated to the Client in writing.