



Standard Terms & Conditions

815 IT Ltd, registered in England and Wales, company number 08966655. These Terms apply to all support and IT services provided by 815 IT Ltd, unless a separately signed service contract states otherwise. Last updated: 22 September 2026.

1. Application of these Terms

These Terms & Conditions apply to all support and IT services provided by 815 IT Ltd ("815 IT") to the customer ("the Customer"), whether ordered by quote, invoice, or a separate signed agreement. Where a signed service contract exists between 815 IT and the Customer, that contract's specific terms take priority; these Terms apply to anything it doesn't cover.

2. Payment Terms

Charges are collected by Direct Debit via GoCardless, unless an alternative payment method has been pre-agreed with 815 IT. Invoices are payable within the terms stated on the invoice. 815 IT may charge interest on overdue amounts under the Late Payment of Commercial Debts (Interest) Act 1998, and may suspend services if payment is significantly overdue.

3. Customer Obligations

To enable 815 IT to deliver its services, the Customer will provide reasonable access to premises, systems and information when required (in person and remotely), keep software on covered equipment appropriately licensed, and inform 815 IT before making significant changes to managed devices or accounts.

4. Sub-Contracting

815 IT may, at its discretion, use subcontracted engineers to deliver elements of its services. Any subcontractor used will be bound by the same confidentiality and service standards as 815 IT's own staff.

5. Third-Party Services

815 IT relies on third-party suppliers, including Microsoft, internet service providers and telecommunications providers, to deliver parts of its services. 815 IT does not control these third parties and is not responsible for outages, delays or failures caused by them.

6. Confidentiality

Each party will keep confidential any non-public business or technical information it learns about the other in the course of the relationship, and will only use it to deliver or receive the services.

7. Data Protection

Where 815 IT processes personal data on the Customer's behalf (for example, in mailboxes, backups, or supported IT systems), it will process that data only as necessary to provide its services, in line with UK GDPR and the Data Protection Act 2018, and will take appropriate measures to protect it. 815 IT will notify the Customer without undue delay if it becomes aware of a personal data breach affecting the Customer's data.

8. Intellectual Property

Any scripts, configurations, or documentation 815 IT creates for the Customer as part of its services remain the property of 815 IT. The Customer is granted a licence to use them for as long as it receives services from 815 IT.

9. Liability

Nothing in these Terms excludes or limits either party's liability for death or personal injury caused by negligence, fraud, or anything else that cannot lawfully be excluded or limited. Subject to that, 815 IT's total liability to the Customer arising out of or in connection with its services, whether in contract, tort or otherwise, is limited to the total fees paid by the Customer in the 12 months preceding the event giving rise to the claim. 815 IT is not liable for indirect or consequential loss, including loss of goodwill, loss of business, loss of anticipated profits or savings, or pure economic loss.

10. Termination

Either party may terminate the services immediately by written notice if the other commits a material breach that is not remedied within 14 days of being asked to do so, or if the other becomes insolvent. On termination, 815 IT will make the Customer's data available for export for 30 days, after which it may be securely deleted, and any outstanding fees become due.

11. Acceptable Use

The Customer will use the services lawfully and will not misuse any remote-access tools or credentials 815 IT provides, or share them with anyone not authorised to use them.

12. General

- **Assignment** — Neither party may transfer its rights or obligations under these Terms without the other's consent, except that 815 IT may do so to a successor of its business.
- **Entire Agreement** — These Terms, together with any signed service contract, are the entire agreement between the parties and supersede any prior discussions.
- **Variation** — Changes to these Terms must be agreed in writing.
- **Severability** — If any part of these Terms is found unenforceable, the rest will remain in effect.
- **Notices** — Formal notices should be sent in writing to the registered address or main contact email held on file for each party.
- **Governing Law** — These Terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction over any dispute.