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## **Litefox Website Terms & Conditions**

### **1. Acceptance of these Terms**

By submitting any enquiry, application, order, booking request or service request through the Litefox website, you confirm that you have read and accepted these Terms & Conditions. Where Litefox accepts your request and proceeds with any work, these Terms become binding between you and Litefox Limited. Where specific services require additional agreements (such as telecommunications, broadband or managed services), those agreements will also apply.

### **2. Quotations**

All quotations are valid for the period stated on the quotation. Prices may change where supplier pricing, availability or project requirements change before acceptance.

### **3. Orders**

Submitting an online order, request or signed acceptance authorises Litefox to begin planning, procurement, administration or installation activities. Where applicable, additional service agreements may be issued before activation.

### **4. Subscription Services**

Subscription services may include Business Phone Systems, Business Broadband, Business IT Support, Microsoft 365, SMS Marketing, WhatsApp Business, AI Services and Managed Services. Recurring charges continue until cancelled in accordance with the applicable agreement.

### **5. One-Off Services**

One-off work may include installations, cabling, CCTV, engineering visits, consultancy, repairs, configuration work and hardware installation. Payment is due in accordance with the quotation or invoice.

### **6. Customer Responsibilities**

You agree to provide accurate information, provide reasonable access where required, cooperate during installations, maintain valid payment arrangements and notify Litefox of any significant changes affecting your order or services.

### **7. Payments**

Invoices must be paid by the due date. Where services are paid by Direct Debit, you agree to maintain an active Direct Debit mandate for the duration of the agreement unless otherwise agreed in writing. Failure to pay may result in service suspension, recovery action and applicable administration charges.

### **8. Installation & Delivery**

Installation dates are sometimes dependent upon third-party suppliers, wholesale carriers, Openreach, engineering resources and other external parties. Whilst Litefox will actively manage and monitor your installation, delays outside our reasonable control do not constitute a breach of contract.

## **9. Cancellation**

Once installation, procurement or provisioning has commenced, cancellation charges may apply where costs have already been incurred. Subscription services may also be subject to minimum contract terms and early termination charges where applicable.

## **10. Service Availability**

Litefox will use reasonable skill and care in delivering its services. However, uninterrupted service cannot always be guaranteed, particularly where third-party networks, suppliers or utility providers are involved.

## **11. Limitation of Liability**

Nothing within these Terms limits liability where it cannot legally be excluded. Subject to applicable law, Litefox shall not be liable for indirect or consequential loss, loss of profit, loss of business or loss of revenue arising from the use of its services.

## **12. Data Protection**

Litefox processes personal information in accordance with UK GDPR, the Data Protection Act 2018 and our Privacy Policy.

## **13. Governing Law**

These Terms are governed by the laws of England and Wales.

## **Website Acceptance**

I confirm that I have read and agree to the Litefox Terms & Conditions and Privacy Policy. I understand that by submitting this form, Litefox may contact me regarding my enquiry and, where my request proceeds, these Terms will apply together with any service-specific agreement.