



Level Up Tech LTD

Terms and Conditions

1. Introduction

These Terms and Conditions govern your use of the Level Up Tech website and services. By accessing or using our website or services, you agree to be bound by these terms. If you do not agree to these terms, please do not use our website or services.

2. Services

Level Up Tech provides a range of IT services, including:

- Managed IT support
- Software licensing (Microsoft, PaperCut, Veeam)
- IT consultancy and design
- Cloud solutions
- Network setup and maintenance
- Cybersecurity
- Training and support
- Hardware and software installations
- Moves and changes
- Out-of-hours support

Our services are subject to these Terms and Conditions.

3. Pricing

Our pricing is detailed on our website or provided in a separate quotation. Prices are subject to change without notice.

4. Payment

Payment for our services is due upon receipt of our invoice. We accept various payment methods, including credit card, bank transfer, and check. Late payments may incur interest charges.

5. Service Level Agreements (SLAs)

We may provide SLAs for certain services. These SLAs outline the level of service you can expect from us, including:

- **Response times:** How quickly we will respond to your support requests.
- **Resolution times:** How quickly we will resolve your issues.
- **Availability:** The uptime guarantee for our services.
- **Performance metrics:** Key performance indicators (KPIs) that measure the quality of our services.

6. Intellectual Property

All intellectual property rights in our website and services, including but not limited to trademarks, copyrights, and patents, are owned by Level Up Tech LTD. You may not use our intellectual property without our prior written consent.

7. Confidentiality

We will treat any confidential information you provide to us with confidentiality. However, we may disclose your information to our employees, contractors, or subcontractors who need to know it to provide our services.

8. Limitation of Liability

In no event shall Level Up Tech LTD be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with your use of our website or services. This includes, but is not limited to, lost profits, lost data, or business interruption.

9. Indemnification

You agree to indemnify and hold Level Up Tech harmless from any claims, liabilities, damages, or losses arising out of or in connection with your use of our website or services, including but not limited to any breach of these Terms and Conditions.

10. Termination

We may terminate your access to our website or services at any time, with or without cause. You may terminate your use of our services by providing written notice.

11. Governing Law

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

12. Changes to Terms and Conditions

We may update these Terms and Conditions from time to time. Any changes will be effective upon posting on our website. Your continued use of our website or services after such changes have been posted constitutes your acceptance of the modified terms.

13. Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations under these Terms and Conditions due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, or government actions.

14. Entire Agreement

These Terms and Conditions constitute the entire agreement between you and Level Up Tech LTD and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.

15. Severability

If any provision of these Terms and Conditions is found to be invalid or unenforceable, that provision shall be deemed severable from the remaining provisions, which shall continue to be in full force and effect.

16. Contact Us

If you have any questions about these Terms and Conditions, please contact us at info@leveluptech.co.uk

17. Data Protection

We are committed to protecting your personal data. We comply with all applicable data protection laws, including the General Data Protection Regulation (GDPR). For more information about our data protection practices, please refer to our Privacy Policy.

18. Confidentiality

We will treat any confidential information you provide to us with confidentiality. We will only disclose your information to our employees, contractors, or subcontractors who need to know it to provide our services.

19. Dispute Resolution

Any dispute arising out of or in connection with these Terms and Conditions shall be resolved through negotiation or mediation. If negotiation or mediation fails, the dispute shall be subject to the exclusive authority of the courts of England and Wales.

20. Intellectual Property Ownership

The intellectual property rights in our website and services, including but not limited to trademarks, copyrights, and patents, are owned by Level Up Tech LTD. You may not use our intellectual property without our prior written consent.

21. Assignment

Neither party may assign its rights or obligations under these Terms and Conditions without the prior written consent of the other party.

22. Waiver

A waiver of any provision of these Terms and Conditions shall not be deemed a waiver of any other provision or of any subsequent breach.

23. Survival

Certain provisions of these Terms and Conditions shall survive termination or expiration, including but not limited to the confidentiality, indemnification, and limitation of liability provisions.

24. Amendments

We may amend these Terms and Conditions from time to time. Any amendments will be effective upon posting on our website. Your continued use of our website or services after such amendments have been posted constitutes your acceptance of the amended terms.

25. Notices

All notices required or permitted under these Terms and Conditions shall be in writing and shall be deemed to have been given if delivered by hand, by registered mail, or by email to the address or email address of the recipient as specified in these Terms and Conditions.