

**The following Terms of Service apply to the email hosting services supplied by Lancefrench.com Limited.**

### **Hosting Service Use**

Lancefrench.com Limited reserves the right to refuse service and/or access to its servers and/or services to anyone. All accounts are to be used by the primary owner only, and do not allow the holders to resell, or give away email-hosting services to other parties. Lancefrench.com Limited does not allow any of the following content to be stored or transmitted by its email service:

- Adult material - includes all pornography, erotic images, or otherwise lewd or obscene content.
- Excessive download content or non-linked content.
- Content containing viruses, spyware or other malicious content.

Refusal of service based on content matching any of these criteria is entirely at the discretion of Lancefrench.com Limited. Lancefrench.com Limited reserves the right to move your data and account to a different server without previous notice. The Customer remains responsible for the use of all content uploaded, transmitted or downloaded using Lancefrench.com Limited's services. The Customer shall not access the Software, its Content or data in any way other than through the interface(s) provided by Lancefrench.com Limited for this purpose. It is the responsibility of the Customer to keep access to these means secure.

### **Service Availability**

The Customer acknowledges that Lancefrench.com Limited's systems, servers and equipment may from time to time be inoperative or only partly operational as a consequence of mechanical breakdown, maintenance, hardware or Software upgrades, telecommunication connectivity problems or other causes outside its control. Lancefrench.com Limited agrees to rectify faults or problems and to restore the system to full operational capacity as soon as reasonably practicable. Lancefrench.com Limited excludes liability for any loss of data or profit caused to the Customer as a result of the system not being fully operational. Email services will only be available during the period of subscription to the email hosting Services provided by Lancefrench.com Limited.

### **Support**

Lancefrench.com Limited will endeavour to provide a continuous high quality service. If you experience problems with your service, you should contact us. Lancefrench.com Limited may require suspension of some services for short scheduled periods to carry out maintenance or repair to these services. Information concerning scheduled downtime is available from the Third Arc Customer Area.

### **Fair Use Policy**

Resources are defined as bandwidth, processor utilisation, disk space or database space. In rare cases, Lancefrench.com Limited may find a Customer to be using server resources to such an extent that it may jeopardise service performance and resources for other customers. In such instances, at Lancefrench.com Limited's discretion, Lancefrench.com Limited reserves the right to suspend or restrict services immediately for the consideration of all customers. This action is only implemented in extreme circumstances and is intended to prevent the misuse of Lancefrench.com Limited services. Failure to comply with such measures may result in the Customer's service being terminated. Lancefrench.com Limited may establish general practices

and limits concerning the Customer's use of any of the Lancefrench.com Limited Services and that these limits may change at any time and without notice. Included without limitation:

- The maximum number of days that email messages or other uploaded Content will be retained;
- The maximum number of email messages that may be sent from or received by an email account;
- The maximum size of any email message that may be sent from or received by an email account;
- The maximum disk space that will be allotted on your behalf, and the maximum number of times (and the maximum duration for which) you may access Lancefrench.com Limited Services;
- The Customer will be responsible for any costs associated with usage by themselves or their employees that result in any of these limits being exceeded.

### **Payment Policies**

All accounts are set up on a prepay basis. Although Lancefrench.com Limited reserves the right to change prices of accounts or services at any time, all pricing is guaranteed for the period of prepayment. Any changes to prices will be clearly communicated to customers prior to their application, with customers being given one month's notice of any changes. Notice will be served via email, to the customer's email address held by Lancefrench.com Limited. Payment is due every quarter, from the date the account was established. If payment is not received by the due date Lancefrench.com Limited reserves the right to suspend all services to the customer until payment has been received. In situations where the card number on file is declined Lancefrench.com Limited will immediately suspend the facility to purchase services until the outstanding charge is processed successfully. In addition, Lancefrench.com Limited reserves the right to suspend other services until the outstanding debt is cleared. Any non-payment of a recurring invoice may be subject to a £20 administration charge. The Customer is responsible for all money owed on the account from the time it was established to the time that the Customer sends a written cancellation request. No bills or invoices will be sent by regular mail. All invoices will be sent directly to the Customer's email address held by Lancefrench.com Limited.

### **Personal Details**

Whilst the Customer's email is primarily used for billing purposes, Lancefrench.com Limited reserves the right to email information to the Customer about enhancements to its systems and product offerings. The Customer can unsubscribe from marketing communications within its Lancefrench.com Limited control panel. Lancefrench.com Limited will not provide any of the Customer's personal information to other companies or individuals without its permission. However, it may need to provide the Customer's details to third parties that Lancefrench.com Limited may use for the purposes of delivering specific services to the Customer.

### **Contract Terms**

All hosting and email accounts are subject to a 12 month minimum contract term.

## **Cancellations**

After the minimum contract period, Customers may cancel any package by contacting Lancefrench.com Limited on 01580852727 (Monday to Friday, 9:00am to 5:00pm UK time). Customers must provide details of the account/package to close. Customers will be required to complete a Closure Confirmation form, authorising the permanent removal of all website and email services on the account, from the Lancefrench.com Limited system. On receipt of a completed Closure Confirmation form, the account will be scheduled to close. Lancefrench.com Limited will acknowledge the closure by sending an email to the email address registered on the account.

If Lancefrench.com Limited does not receive the completed Closure Confirmation form within 14 days of sending, the cancellation request will be discarded and the account/package will remain open. Any incentives that were offered to Customers when opening their account will also be cancelled. Customers may be given the option to purchase services which were offered as start-up incentives, in the result of a cancellation. Lancefrench.com Limited, in its sole discretion, may terminate the Customer's password, account (or any part thereof) or its use of Lancefrench.com Limited Services at any time with or without notice. It may immediately deactivate, archive or delete the Customer's account and all related information and files and/or bar any further access to such files or accounts. Lancefrench.com Limited may remove and archive or discard any Content within Lancefrench.com Limited Services, including, without limitation, for lack of use or if it believes that the Customer has violated or acted inconsistently with the letter or spirit of the Terms of Service. Lancefrench.com Limited may in its sole discretion and at any time discontinue providing any of its Products and Services, or any part thereof, with or without notice. The Customer agrees that any termination of its access to these Services under any provision of these Terms of Service may be effected without prior notice.

## **Data Retrieval**

It is the responsibility of the Customer to retrieve any emails or files stored as a result of using any Lancefrench.com Limited Services before the cancellation date specified in the Closure Confirmation. The Customer will have access to these Services until the cancellation date. After this date the Services will cease and any data will be permanently removed from the system. Lancefrench.com Limited highly recommends that Customers keep a backup copy of any data or files entered into a system hosted by Lancefrench.com Limited. Where the Customer is using any Software supplied by Lancefrench.com Limited on a subscription or 'pay per use' basis no data or files can be returned to the Customer, other than the data or files that they can extract themselves using the interface supplied to them for accessing the Software. This is due to the nature of the bespoke Software and databases used. For this reason Customers are again urged to maintain backups of all their data and files.

## **Refunds**

Fees charged on a pre-pay basis (together with account set-up fees, where applicable), are non-refundable. In the event that Lancefrench.com Limited cancels the Customer's service, the customer will be entitled to a pro rata refund based upon the remaining period of service. If a Customer contravenes Lancefrench.com Limited's Terms of Service a refund may not be issued in the event of a cancellation.

## Disclaimers and Warranties

Lancefrench.com Limited does not guarantee that Customer data/emails will be backed up and whilst every attempt would be made in the unlikely event of any corruption or hardware failure, Lancefrench.com Limited cannot guarantee to be able to replace lost data. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by Lancefrench.com Limited and its employees. Customers are strongly advised to keep backups of any data or files uploaded to Lancefrench.com Limited Services. Lancefrench.com Limited makes no warranties or representations that any service will be uninterrupted or error-free. The Customer accepts all services provided hereunder "as is" without warranty of any kind. All implied conditions, warranties and terms (whether express or implied by statute, common law, custom or otherwise) including, but not limited to, those relating to the exercise of reasonable care and skill, fitness for purpose and satisfactory quality (where applicable) are hereby excluded in relation to each of the services to be provided hereunder to the fullest extent permitted by law. Lancefrench.com Limited shall not be liable for any services or products to be supplied by any third party. Lancefrench.com Limited shall not be liable for any loss or damage of whatsoever nature suffered by the Customer arising out of or in connection with any breach of these Terms of Service by the Customer or any act, misrepresentation, error or omission made by the Customer or on the Customer's behalf. Lancefrench.com Limited will not be liable for any indirect loss, consequential loss, loss of profit, revenue, data or goodwill howsoever arising suffered by the Customer or for any wasted management time or failure to make anticipated savings or liability incurred to any the Customer or any third party arising in any way in connection with these Terms of Service or otherwise whether or not such loss has been discussed by the parties pre-contract or for any account for profit, costs or expenses arising from such damage or loss.

No matter how many claims are made and whatever the basis of such claims, Lancefrench.com Limited's maximum aggregate liability to the Customer under or in connection with these Terms of Service in respect of any direct loss (or any other loss to the extent that such loss is not excluded by other provisions in these Terms of Service) whether such claim arises in contract or in tort shall not exceed a sum equal to the fees paid by the Customer for the services in relation to which the Customer's claim arises during the 12 month period prior to such claim. None of the clauses herein shall apply so as to restrict liability for death or personal injury resulting from the negligence of Lancefrench.com Limited, its employees or its sub-contractors.

Lancefrench.com Limited shall not be liable for any interruptions to the services or outages arising directly or indirectly from:-

- interruptions to the flow of data to or from the internet;
- changes, updates or repairs to the network or software which it uses as a platform to provide the services;
- the effects of the failure or interruption of services provided by third parties;
- factors outside of Lancefrench.com Limited's reasonable control;
- the Customer's actions or omissions (including, without limitation, breach of its obligations set out in these Terms of Service) or those of any third parties;
- interruptions to the services requested by the Customer.

Lancefrench.com Limited makes no warranty that:

- Its Products or Services will meet your requirements or expectations;
- That the Services will be uninterrupted, timely, secure, or error-free;
- Any errors in the Software or Services will be corrected.