

Help's at Hand UK Services LTD:

Terms and Conditions

1. Introduction

These Terms and Conditions govern the provision of services by Help's at Hand UK Services LTD ("we," "us," or "our") to the client ("you" or "your"). By engaging our services, you agree to be bound by these terms.

2. Services Provided

We offer tailored business support services, including but not limited to:

- Customer communication management
- Administrative tasks (e.g., email management, invoicing)
- Website design, updates and social media management
- Branding
- Staff training and operational support

Specific deliverables will be outlined in the agreed scope of work.

3. Engagement and Payment

3.1 Engagement: All work will commence following written confirmation (e.g., email or signed agreement).

3.2 Payment Terms:

- Payment is required within 14 days of invoice unless otherwise agreed in writing.
- Late payments may incur an interest charge of 2% per month after the due date.
- If payment remains outstanding after 60 days, we reserve the right to apply charges following the **Late Payment of Commercial Debts Act 1998**, which includes statutory interest (8% above the Bank of England base rate) and fixed compensation fees.

3.3 Pricing: Fees are outlined in your proposal and are all-inclusive.

4. Changes to Scope

Any requested changes to the scope of work must be agreed upon in writing and may result in adjusted timelines or costs.

5. Cancellations and Termination

5.1 Cancellations: Either party may cancel with at least **30 days written notice**.

5.2 Termination: We reserve the right to terminate services immediately if:

- Payment terms are breached.
- There is a failure to provide the necessary materials/information.

6. Intellectual Property

All content created by Help's at Hand remains our property until full payment is received. At this point, ownership will be transferred to you unless otherwise agreed upon.

7. Confidentiality

Both parties agree to keep all shared business information confidential during and after the engagement.

8. Liability

We are not liable for:

- Indirect or consequential losses resulting from our services.
- Delays caused by incomplete or inaccurate information you provide.

9. Data Protection

We comply with GDPR and will handle your data securely. You are responsible for ensuring you have the appropriate permissions to share any third-party data with us.

10. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be resolved under these jurisdictions.

11. Amendments

We may update these Terms and Conditions periodically. Changes will be communicated in writing.

Contact Us

If you have any questions regarding these terms, please get in touch with us at:

Help's at Hand

Email: info@helpsathand.co.uk

Phone: 01322 940979