

This agreement is made between:

Regis IT Limited a company registered in England & Wales under number 4074604 whose registered office is at 2 Bramley Gardens, Bognor Regis, West Sussex, PO22 9SP ("the Company"), hereafter referred to as "**Regis IT**" and the Customer / Client / End User of Regis IT services, hereafter referred to as the "**Customer**".

1. Definitions

Unless context otherwise dictates, words in the singular include the plural and vice versa and words in one gender include any other opposite gender or otherwise redefined in attached addendums;

- 1.1 *The Act*: The Telecommunications Act of 1984 and any statutory amendment or modification thereof.
- 1.2 *Services*: The telecommunication and Internet services and or other provided by Regis IT as displayed in the latest Regis IT literature, web site and or attached addendums.
- 1.3 *Company*: Regis IT Limited.
- 1.4 *Intellectual Property*: Any patent, copyright, registered design, trade mark or other industrial or intellectual property right in respect of the service and applications for any of the foregoing.
- 1.5 *Control Panel*: Allows Regis IT to service all internet facilities to the customer.
- 1.6 *Customer*: Deemed herein as the Regis IT client supplied directly by Regis IT, alternatively defined an End User.
- 1.7 *End Users*: Deemed herein as the Regis IT client supplied directly by Regis IT, alternatively defined a Customer.
- 1.8 *Client*: Deemed herein as the Regis IT customer supplied directly by Regis IT, alternatively defined a Customer.

2. Services

Regis IT determines the IT support, design, development, hosting, internet, telecommunication products and any other services offered at any time to the Customer, at their sole discretion.

- (i) Except as provided in the related addendums these General Conditions apply to each and any provision of Services to the customer to the exclusion of all other conditions, agreements, understandings or arrangements not set out in the applicable Addendum.
- (ii) Services are provided on the terms contained within the associated addendums. When you enter into a service addendum agreement with Regis IT in relation to the provision of that Service the terms of that Separate Contract shall take priority over these Conditions.
- (iii) Regis IT reserves the right to subcontract its obligations and/or duties set out in this Agreement.
- (iv) The customer may not refer to Regis IT in its sales or marketing activity or literature except with the prior written consent of Regis IT and or attached to this agreement as an addendum, such permission may be withheld and Regis IT reserves the right to give a reason.
- (v) Regis IT may need to change or alter the configuration of the Service or Service Equipment provided under this Agreement in order to provide the Service to Customer. Regis IT shall use reasonable efforts to give

at least 14 days prior written notice to the customer of any such change or alteration where possible.

3. Customer Charges

You must pay for any set-up charges for services supplied by Regis IT in relation to the services requested and supplied herein and or are set out in the price list located at www.regis-it.co.uk, or in turn serviced to you by email or post. These rates are part of this contract. After any initial payments have been made, thereafter, all payments are made strictly by the agreed method, facilitated and made available within your control panel or otherwise set out in an addendum herein, thereafter, on a monthly basis unless agreed in writing by a Director of Regis IT to the contrary;

3.1 At any time during the term of this Agreement, Regis IT may, upon giving the customer 30 day's prior notice in writing or by electronic or such expeditious means as Regis IT may from time to time decide, vary its Charges.

3.2 Charges for a Service shall accrue from the date above or the date on which the Customer commenced use of the Service.

3.3 payments will be due within the agreed terms or within 14 days if no specific terms have been agreed, after which, the amount will be deemed overdue and Regis IT will be in a position to implement clause 3.4 herein

3.4 Interest shall be payable on all overdue invoices from the due date until actual payment in line with clause 3.10 contained herein.

3.5 All charges are, unless agreed otherwise, exclusive of value added tax and any other applicable sales tax or duty which shall be payable by Customer at the prevailing rate.

3.6 Regis IT reserves the right to carry out a credit check prior or after the customer's acceptance of this agreement and request copies of two utility bills from the declared business address. Subsequent to any credit check Regis IT reserves the right to request a deposit or 3rd party guarantee, to be specified at that time, from the Customer as a condition of providing or continuing Service. Any deposit shall be held by Regis IT for a period of twelve (12) months (or until the Agreement is otherwise terminated) when it shall be returned in full or credited against an invoice at Regis IT's sole discretion. Any deposit does not relieve the customer of the responsibility for the prompt payment of invoices in accordance with relevant Clauses contained herein.

3.7 Regis IT reserves the right if undue excess activity on the customers account is observed and or the customers capability to pay within the due period, to reduce the payment of invoices to weekly or a security deposit taken to the amount deemed necessary to cover, for a period of no more than 6 months or less if predetermined by Regis IT in writing.

3.8 Payment Methods available are defined on invoices, Regis IT reserve the write to dictate the method of payment when it deems necessary.

3.9 If the customer pays any Charges due to us: (i) by cheque, direct debit or standing order and the Customer's approved financial institution refuses to make payment; or (ii) in a currency other than pounds sterling; we will charge the Customer for any bank charges, approved financial institution fees and/or extra administration costs (which may include third party charges) that we incur as a result

3.10 If the Customer does not meet the due payment by due date, Regis IT reserves the right to: (i) suspend or terminate the customer access to the Services; and/or (ii) charge the

Customer interest on the overdue amount(s) at the rate of 3% per annum above HSBC plc base rate. Interest is calculated and accrues daily; and/or (iii) charge an administration fee to cover late payment costs.

3.11 If Customer disputes any invoice, the Customer must notify us in writing of the dispute and providing us with sufficient detail to investigate the matter and determine whether the Customer's dispute is genuine and reasonable, prior to the due date for the invoice (ref clause 3.3). If we determine (at our sole discretion): (a) that the Customer's dispute is not genuine or reasonable, the Customer must pay the invoice in full, plus any interest charged on the full invoiced sum in accordance with clause 3.10 above; or (b) that the customer's dispute is genuine and reasonable, the Customer must pay the undisputed part of the invoice and we will both use all reasonable endeavours to resolve the dispute as quickly as possible. If any such dispute is resolved: (i) such that the Customer still owes Regis IT the amount due, the Customer must pay all sums owed to us within 7 calendar days of resolution of the dispute, Regis IT reserves the right to charge interest in accordance with clause 3.10 above from the date payment of the disputed invoice was due; or (ii) such that we owe the Customer money, we will (at our sole discretion) repay or credit on the next invoice sent to the Customer following resolution of the dispute any amount overpaid by the Customer. Each Party will be responsible for their own costs.

3.12 Regis IT reserves the right to increase the Fees for Services in respect of which it has entered into a Contract with you upon not less than 28 days prior written notice to you.

4. Trade Marks

Nothing in this Agreement shall be construed to grant to you any license or any other proprietary or contractual right or interest in Regis IT. Regis IT shall retain all right, title and interest (including copyright and other proprietary and intellectual property rights) within the services and or advertising literature, including all legally protected elements and derivative works thereto.

4.1. Unless otherwise specified in writing by Regis IT, we are the owner or licensee of all intellectual property rights within the Regis IT Website and control panels along with all subsidiaries and associated companies to Regis IT Limited, and in the material published within it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

4.2. Unless otherwise specified, the authors of the literary and artistic works in the materials contained in the web sites/control panels determined in clause 4.1 have asserted their moral right pursuant to Section 77 of the Copyright Designs and Patents Act 1988 to be identified as the author of those works.

5. Waiver

If at any time we do not require the Customer to comply with any provision of this Agreement, this will not prevent us from doing so in relation to that or any other provision of this Agreement in the future.

6. Customer Representations

You hereby represent and warrant to Regis IT that:

- (i) If an individual, you are at least 18 years of age;
- (ii) You have full power and authority to execute and deliver this Agreement and Addendums and to perform its obligations hereunder;
- (iii) This Agreement constitutes your legal, valid and binding obligations; and
- (iv) All information that you have provided, and may from

time to time provide to Regis IT are, unless you deliver written notice to Regis IT to the contrary and shall continue to be, true and complete. Any falsifying of information within this agreement will be your sole responsibility under law.

7. Indemnification

You hereby agree to defend, indemnify and hold Regis IT harmless from and against any suit or proceedings brought against Regis IT that arises from any illegal activity by you, breach or any associated person of your obligations, representations or covenants contained within this Agreement.

8. Faults

Regis IT will make every effort to provide you with the best possible service; we cannot guarantee that the service will never be at fault. Regis IT will make every effort to correct all reported faults as soon as we reasonably can, affording any notice period where possible and complying with the clauses contained herein.

9. Security

We may issue you with a username and password for accessing the Customer Control Panel, hereafter known and referred to as "Control Panel" in this agreement and attached addendums. These are essential for your secure use of the control panel and service, so you must ensure that they are kept confidential, secure and are used in accordance with all relevant instructions. To ensure that the service remains secure, you must not change or attempt to change a username. If we think there is likely to be a breach of security or misuse of the service we may change your password and then we will notify you that we have done this; and/or suspend username and password access to the Control Panel Interface. If you think that any username or password has become known by someone not authorised to use it, or if any password is being or is likely to be used in an unauthorised way, it is your responsibility to inform Regis IT immediately. If any of the information you give to us when you commence with Regis IT, including any changes to your payment details, you must inform us as soon as possible.

10. Authorisation and Authentication

10.1 Regis IT when required will issue a username and password to the End User via e-mail if not already issued for another service. This login information will serve as identification of the Customer and all services attached to and within its control panel, when accessing Regis IT services, either via its web site or through its programmatic interfaces.

10.2 The Customer is responsible for careful use and storage of the username and password issued by Regis IT. The Customer acknowledges that Regis IT recommends changing the password on a regular basis. If misuse or theft of the login information is suspected, the Customer agrees to immediately notify Regis IT in order to suspend the Customer's account and or take other appropriate measures with the account if required. Regis IT shall not be held liable for losses or other consequences arising out of such misuse.

11. Operational Contingencies

Regis IT may need to temporarily suspend a service for operational reasons (e.g. for repairs, planned maintenance or upgrades), Regis IT will give you as much notice as deemed possible but not obligated to do so. Regis IT will make every attempt to restore the service as soon as possible after any suspension or outage. Regis IT reserves the right to alter code or access numbers or technical specification associated with the service deemed necessary for operational reasons. The technical specification will only be changed where this will not materially affect the performance of the service.

12. Code of Practise

Regis IT will do its utmost to support and assist the Customer and or signatory of said agreement, in everyway possible to the best of our endeavours, to continue with our redevelopment program and to conform to our code of practice found on our web site.

13. Limitation of Liability

Under no circumstances shall Regis IT be liable to you for any damages, including without limitation any damages for lost profits or business, loss of goodwill, interruption of business, or for any exemplary, punitive, special, indirect, incidental, consequential or special damages, regardless of whether such claim arises under any theory of tort, advice, contract, strict liability or otherwise and regardless of whether Regis IT is advised of the possibility of any such damages.

14. No Assignment

You may not assign (by operation of law or otherwise) either this Agreement or any of its rights, interests, or obligations hereunder without the written consent of Regis IT.

15. Addendums and Amendments

15.1 Any addendums attached to this agreement in relation to updates, amendments, specialised and/or extra services provided by Regis IT are part of and obligated by the terms within this agreement.

15.2 Regis IT reserves the right to add to and/or amend the Conditions at any time. Such changes shall be notified to the Customer by email. Changes in this manner shall be deemed to have been accepted if the Customer continues to use the Service after a period of fourteen (14) days from the date of the email.

16. Third Party Rights

A person who is not a party to this Agreement has no right under the Agreements (Rights of Third Parties) Act 1999 to enforce any term of this Agreement, but this does not affect any right or remedy of a third party which exists or is available apart from under that Act.

17. Terms and Conditions

This agreement is in conjunction with the Terms and conditions available on the Regis IT website respective to the services provided and it is the responsibility of the customer to read and accept the conditions described therein by signing a sales order form, confirming orders via email or where applicable, by placing an order via our website.

18. Governing Law

This Agreement shall be governed by and construed under the laws of the England only.

19. Notices

Any notice to be served by Regis IT on the Customer shall be deemed to have been duly served if sent by e-mail or first class post to the Customer at his last known address. Any notice served by first class post shall be deemed to have been served three days after posting and any notice served by e-mail shall be deemed served 48 hours after sending. Any notice to be served on Regis IT should be served by sending said notice by post to the Company's registered address. Any notice served shall only be deemed served once the Customer has received an acknowledgement from Regis IT of receipt. Proof of acknowledgement of receipt of such notice by Regis IT will only be deemed valid if produced in writing.

20. Enforceability

If one or more provisions of this Agreement and or its attached addendums are held to be unenforceable under applicable law, such provision shall be excluded from this Agreement and the

balance of the Agreement shall be interpreted as if such provision were so excluded and shall be enforceable in accordance with its own terms.

21. Force Majeure

Neither party shall be liable to the other for any default under this Agreement where such default was caused by any unforeseen event beyond the reasonable control of the defaulting party. Such events include, by way of example only: the result of any Act of God; war, insurrection or civil disorder; failure or shortage of power supplies; national or local emergency; acts or omissions of government; industrial disputes of any kind; the acts or omissions of other companies.

22. Termination

Either the Customer or Regis IT may terminate this Agreement at any time, by giving 30 days notice thereof (via electronic mail or other means) to the other party, and;

22.1 Without prejudice to any other rights Regis IT may terminate the Agreement immediately and or suspend all or part of the services until further notice, if the Customer, at Regis IT's sole discretion, damages Regis IT's reputation or relationship with existing or potential future customers, or brings the company name into disrepute.

22.2 Without prejudice to any other rights the Customer may terminate the Agreement by giving the aforementioned notice period if Regis IT are unable to supply the services associated with this agreement and its addendums and promoted through the Regis IT website.

22.3 Without prejudice to any other rights Regis IT may terminate the Agreement immediately after non-payment of invoices and or no communication after a period of 30 days. Regis IT reserves the right to block access to the customer's panel and take control of said panel. The Customer will be liable to all invoices incurred up to the agreed date of termination of this agreement.

22.4 Regis IT becomes aware that Customer is using or is likely to use the Services in any way which may be interpreted as illegal, immoral or otherwise disreputable, or likely to expose Regis IT to un-acceptable risks legally or otherwise, Regis IT reserve the right to suspend or terminate with immediate effect with no prior notice.

22.5 Any termination shall not relieve the customer of its obligation to pay any charges incurred hereunder. The Parties' rights and obligations which by their nature would extend beyond the termination, or expiration of this Agreement shall survive such termination, or expiration for the avoidance of doubt, termination of a Service does not affect the provision of any other Service provided pursuant to this Agreement.

23. Data Protection

The parties undertake to comply with the provisions of the Data Protection Act 1998 and any related legislation in so far as the same relates to the provisions and obligations of this Agreement.

24. Entire Agreement

This Agreement together with its Schedule and attached addendums constitutes the entire Agreement between the parties on the subject matter hereof and shall supersede all prior written or verbal agreements and understandings between the parties. In the case of all services offered or supplied, where the additional or replacement terms are required in this agreement shall also be regarded as part of our agreement and where applicable to individual services, refer to the specialised attached addendum hereto.