

# LONDON OFFICE - TERMS & CONDITIONS FOR INDIVIDUAL CONSUMERS

1. Services such as telephone answering, mailing address, fax forwarding and other virtual office services are provided by London Virtual Office Solutions Ltd trading as **LONDON OFFICE** Registered in England, Company Number: 4667938. VAT Registration Number: GB 809 1134 50. Money Laundering Regulations 2007 Registration Number: 12305557. Data Protection Act 1998 Registration Number Z8665985. Our principal business address & registered office is Dalton House, 60 Windsor Avenue, London SW19 2RR. Tel: 020 8417 1605 Fax: 020 8417 1609. info@lvos.com, www.londonoffice.co.uk. We may ask partner companies to supply part or all of the service on our behalf but London Office remains the principal provider of these services.
2. You have seven working days to cancel your service once you have received confirmation of your order via email. Cancellation must be made either by email or in writing before the end of this seven working day period. Your service cannot begin before the end of this period UNLESS you provide an email or written agreement that you understand that you are waiving your rights of cancellation from the date your service begins. We also offer a 30 day No Quibble Guarantee to which two important conditions apply—1. No usage charges (call answering & forwarding, mail forwarding & fax forwarding charges) are refundable and any usage charges accrued will be deducted from your deposit before the remainder of the deposit (if any) is refunded to you. 2. You must have provided satisfactory identity information as required in clause 3 of these terms.
3. To receive our services you must provide us with information to confirm your identity, company identity, address and other contact details as indicated in our registration form. We may, on demand, at the beginning or any time during provision of service, require specific original or copy documents to confirm and verify details that you have provided us. Failure to provide such information or documents would result in immediate termination of service without notice or refund. You must inform us immediately by email or in writing of any changes to your contact details, including your email address, or change requests to your service. We reserve the right to suspend or terminate your service if we are unable to contact you appropriately.
4. The minimum period of service (outside the 30 day No Quibble Guarantee) for telephone, fax and mail services is three months. Beyond two months, either party may terminate services by giving one full calendar month's notice by email or in writing for which an acknowledgment from us must also be received. Refunds of any advance payments (except under the 30 day No Quibble Guarantee) will not normally be given and any such refunds shall be solely at our discretion. We reserve the right to terminate the service without notice or refund if any of these terms have been breached or it is our belief that the service has been used for illegal, immoral or improper purposes. Upon termination of service, you must take all reasonable steps to notify all your contacts using this office of your new address, telephone number(s) & fax number(s) or the termination of use of your address, telephone number(s) or fax number(s).
5. The appropriate set-up fee, holding deposit & service fee are payable in advance and our credit terms is payment within 7 days of invoice issue. We may at anytime require an increase of the holding deposit amount to cover average usage charges in a three month period. If paying by direct debit, please note that **LONDON OFFICE** has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited (www.easycollect.co.uk), to collect your payments and **Eazy Collect** will be shown on your bank statement.

If the service fee or usage charges are not paid when due or credit/debit card details have been declined, the service may be immediately suspended without notice and a late payment compensation fee of £35 plus VAT (£42 including VAT) will then be levied and is payable before your service can be reactivated. All calls, messages, faxes and mail items received shall be held and can only be collected or forwarded when such payment is made. If payment has not been received seven days after service has been suspended then the service may be deemed to have terminated. All mail held by us at termination of service shall be returned to sender or destroyed, as appropriate. Outstanding monies will be deducted from the holding deposit. Any outstanding monies beyond the amount of the holding deposit may be recovered by a debt collection agency or through a claim to the relevant County Court.

6. All mail items, parcels, telephone messages or faxes received and any business information acquired is treated as commercially confidential and will not be disclosed to anyone outside our company or partner companies we use in the provision of your service. We reserve the right, however, by virtue of Section 29 of the Data Protection Act 1998, to disclose information to the police or other enforcement agencies for the purposes of detection and prevention of crime and the apprehension/prosecution of offenders.
7. Mail (defined below) or Parcels (defined below) can be forwarded to a verified forwarding address or collected from any of our addresses.. Any changes to your stated forwarding address or contact details must be given in writing or sent by email and confirmed/verified by us. A £10 plus VAT (£12 including VAT) admin charge is payable for any changes to your stated forwarding address or company/trading name covering updating our files, indexing and ledgers. We reserve the right to open any items before collection or forwarding that we may suspect of containing dangerous, illegal, improper, inflammatory materials or noxious substances.

If mail items received exceed an average of 75 each month or more than 100 in any given month we reserve the right to charge a levy of £0.10 plus VAT (£0.12 including VAT) for each item received.

8. Items classed as mail are all letters and small packages **containing documents only** up to a size of 250mm x 380mm x 75mm. These items can be forwarded to your verified address. Each forwarding (not per item) will be charged the appropriate mail forwarding charge plus the postage at Royal Mail ordinary advertised rates or sent via special delivery or courier at the special delivery/courier rate plus the special delivery postage or courier advertised rates. There are no storage charges relating to these items, however, we reserve the right to return to sender or destroy any items that accumulate for more than three months without contact with you.
9. Parcels are defined as items **containing goods** larger than 353mm x 250mm x 25mm (Royal Mail Large Letter size). These are subject to storage fees from 48 hours after notification at the Parcel storage rate. Parcels larger than 353mm x 250mm x 150mm are defined as Large Parcels with storage fees charged at the higher Large Parcel storage rate. We will not accept any parcel or batch of parcels that cannot normally be lifted by one person. You may receive the occasional parcel but will be charged a parcel handling fee or you may subscribe to our Parcel Service at the appropriate Parcel Service fee instead. Storage Fees still apply.

We will only hold parcels for up to 14 days unless you contact us and further storage is agreed. Parcels where no storage fees have been paid or are likely to be paid may be returned or disposed of at our discretion.

10. The customer agrees that it will not use the services provided for any illegal, immoral or improper purposes and shall fully indemnify London Virtual Office Solutions Limited trading as **LONDON OFFICE** for any costs, expenses or losses, including professional fees, incurred in dealing with any breach or reasonably suspected breach of this provision by the customer.
11. Due to the type of services we provide any compensation claim shall be limited in total to one month's service fee. We cannot accept any compensation claim that is the result of consequential loss and, by accepting these terms you fully agree to indemnify us from any such claim. You also fully agree to indemnify us from any claim, for whatever reason, from a third party and that any such claims will be handled solely and completely between yourself and the third party.
12. We reserve the right to vary any of the above terms & conditions by providing you one month's notice of such variations via an email sent to the current email address held on our records.