

1. General

- (i) The following Terms and Conditions relate to the agreement of purchase of any services supplied by Business Buddy Ltd. Business Buddy Ltd will not keep a copy of the agreement concluded between the client and Business Buddy Ltd. Therefore it is important that as the client you read and retain a copy of these Terms and Conditions. By purchasing services from Business Buddy Ltd, the client accepts to be bound by these Terms and Conditions.

2. Definition

- (i) "Client" - means the person, firm or corporate body who is entering into an agreement with Business Buddy Ltd.

3. Correspondence

- (i) Business Buddy Ltd is a registered company within the United Kingdom. Business Buddy Ltd company number is: 8356137.
- (ii) Business Buddy Ltd has a registered company address of: Business Buddy Ltd, Unit 25 Cranmer Road, London, HA8 8UA, United Kingdom.
- (iii) Business Buddy Ltd can be contacted by phone at: +44 (0) 208 958 9840
- (iv) www.ambitioncoachingbuddy.com is the official website of Business Buddy Ltd.
- (v) All email correspondence and file transfers should be sent to: hello@ambitioncoachingbuddy.com
- (vi) Business Buddy Ltd promises to respond to all queries within 48 hours of receiving them unless the office is closed due to, weekends, bank holidays, emergencies, etc. Nevertheless the client's query will be responded to as reasonably possible.
- (vii) Should the client not respond to correspondence concerning agreed services provided by Business Buddy Ltd after one week. The services will be put on hold and no further progress will be made by Business Buddy Ltd until contact is made by the client.

4. Services

- (i) Other service packages concerning Business Buddy Ltd's specialism that are not specifically stated on the website can be agreed upon between the client and Business Buddy Ltd. An agreement of services will be put in writing by Business Buddy Ltd and sent to the client as confirmation.
- (ii) Should the client agree to purchase services from Business Buddy Ltd. The client must ensure that clear instructions of the required work from Business Buddy Ltd is communicated to Business Buddy Ltd.
- (iii) The client may be asked to clarify information to Business Buddy Ltd to help speed up the process and therefore will be required to cooperate.
- (iv) Business Buddy Ltd will complete all services purchased within an allotted time agreed by the client and Business Buddy Ltd. However, Business Buddy Ltd accept no liability for non-completion should any unforeseen instances occur or should the client not comply with the Terms and Conditions.
- (v) When the client takes receipt of completed services by Business Buddy Ltd, it is intended only for the clients use and the client may not share content to any other



client unless, the content's purpose is to be shown to other clients / persons and has been prior agreed by Business Buddy Ltd.

- (vi) Business Buddy Ltd accepts no responsibility for any technical issues that the client may encounter whilst accessing their own computer software packages or email.
- (vii) Should the client encounter any technical issues with Business Buddy Ltd's website or completed services received from Business Buddy Ltd. The client must inform Business Buddy Ltd of these issues and Business Buddy Ltd will rectify these issues as reasonably possible.

5. Payment

- (i) All fees are quoted in pound sterling and are inclusive of VAT for UK clients.
- (ii) Should the client be based outside of the UK where VAT does not apply then fees will be quoted in pounds sterling excluding VAT.
- (iii) Upon agreement of purchase of services from Business Buddy Ltd by the client. Business Buddy Ltd will send an invoice to the client within 3 days of the agreement.
- (iv) The invoice will state all services purchased and fees required for collection by Business Buddy Ltd.
- (v) Payment must be made in full directly to Business Buddy Ltd by the client within 28 days of the invoice being sent to the client.
- (vi) Whilst, Business Buddy Ltd offer a flat fee for each tiered service, Business Buddy Ltd reserves the right from time to time to change the fees for services provided. In the unlikely event that due to a technical issue, or fees have increased the client will be informed as soon as reasonably possible. The client can decide whether or not the client wishes to continue to purchase the service at the new rate.
- (vii) The client is liable for all unpaid invoices.
- (viii) Should payment not be received in full or the client has any outstanding unpaid invoices, Business Buddy Ltd reserves the right to refuse to provide services to the client and to halt any services currently being worked on.

6. Cancellation

- (i) The client has the right to cancel and receive a full refund / credit note of their purchase prior to the agreed commencement date of services to be undertaken by Business Buddy Ltd.
- (ii) Should the client cancel their purchase after the agreed commencement date of services to be undertaken by Business Buddy Ltd. The client is liable for 50% or more of the full fees of the purchase dependant of the amount of work that has been completed.
- (iii) The client has the right to defer their purchase commencement date by informing Business Buddy Ltd prior to the originally agreed commencement date.
- (iv) Business Buddy Ltd reserves the right to cancel or defer at any time up to 1 day prior to the agreed commencement date of services. If Business Buddy Ltd does cancel a commencement date of services a full refund will be given if services have not been undertaken.
- (v) The client must inform Business Buddy Ltd of their decision to cancel or defer their purchase in writing via post or email prior to the agreed commencement date of services provided by Business Buddy Ltd.
- (vi) Refunds will be processed and provided to the client within 5 working days of the client's notice of cancellation.
- (vii) Business Buddy Ltd reserves the right to use its discretion to make refunds or deferrals in exceptional circumstances and to charge 50% of the full fees in any such event.

7. Website

- (i) The reproduction of content from Business Buddy Ltd's website: www.ambitioncoachingbuddy.com is strictly forbidden.
- (ii) No prior registration of any kind is required to view Business Buddy Ltd's website and its entirety.
- (iii) The client accepts that on occasion Business Buddy Ltd's website may require downtime due to website updates or technical issues. If this is the case Business Buddy Ltd, will update changes or rectify any technical issues as soon as reasonably possible.
- (iv) Business Buddy may from time to time post useful links of other websites on Business Buddy Ltd's website. Business Buddy Ltd does not own these links and cannot confirm the terms of use for these websites nor accept responsibility for their full content.
- (v) Whilst Business Buddy Ltd will do their best to ensure information that is posted onto the website is true and valid, Business Buddy Ltd accepts no responsibility for inaccurate information.
- (vi) Full information on website terms can also be found in Business Buddy's privacy policy which can be located on Business Buddy Ltd's website (www.ambitioncoachingbuddy.com) at all times. It is the client's responsibility to ensure that the privacy policy is read in full in accordance with these terms and conditions.

8. Data Protection

- (i) Business Buddy Ltd will hold information received from the client and in accordance with data protection and Business Buddy Ltd's privacy policy, client information will be kept confidential and not shared in anyway with any other persons unless required by law.
- (ii) Business Buddy Ltd will not pass on the client's contact details to any other company for marketing purposes but may from time to time contact the client directly regarding the services Business Buddy Ltd has to offer.
- (iii) The client has the right to opt out of any marketing emails sent from Business Buddy Ltd by informing Business Buddy Ltd of their decision to opt out in writing. Contact details can be found in clause 3 (i) – (v) of these Terms and Conditions.

9. Inappropriate Behaviour

- (i) Business Buddy Ltd will not tolerate inappropriate behaviour of any kind and in particular behaviour such as, discriminatory, obscene, pornographic, racial or religious hatred, confidentiality breaches, abusive or violent towards Business Buddy Ltd and its staff.
- (ii) Business Buddy Ltd reserves the right to refuse to provide services to clients who act in such a way that is deemed inappropriate.

10. Amendments

- (i) Business Buddy Ltd reserves the right to make amendments to these Terms and Conditions at any time.
- (ii) Up-to-date Terms and Conditions will be available on the website at all times.