

Consult & Support – Service Terms & Conditions

Effective date: 23/03/2026

These Terms & Conditions apply to all **one-off Consult & Support services** provided by AxTechWorks.

1. Definitions

- “We”, “Us”, “Our” means **AxTechWorks**.
 - “You”, “Customer” means the individual or household purchasing the service.
 - “Service” means a one-off Consult & Support visit or session, including advice, configuration, troubleshooting, and guidance.
 - “Visit” means the agreed on-site or remote support appointment.
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2. Nature of the Service (One-Off Support)

2.1 Consult & Support services are provided on a **one-off basis only** and do not include ongoing, managed, or recurring support, there may be other products and services available that provide ongoing support.

2.2 The Service is advisory and practical in nature and may include:

- Technology advice and recommendations
- Device setup and configuration
- Troubleshooting and optimisation
- Network and security guidance and setup

2.3 The Service does **not** include:

- Ongoing monitoring or maintenance
 - Guaranteed resolution of issues
 - Repairs or work outside the agreed scope unless separately agreed
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3. Service Delivery

3.1 Services are provided at the date and timeslot agreed at booking.

3.2 Visit durations are indicative only and may vary depending on complexity, cooperation, and equipment condition.

3.3 We will provide the Service with reasonable care, skill, and professionalism, but **cannot guarantee specific outcomes**, particularly where results depend on:

- Third-party hardware or software
- Pre-existing faults or damage
- Network providers or internet connectivity
- User-supplied information or cooperation

4. Customer Responsibilities

4.1 You must provide:

- Safe access to the property or location
- A suitable working environment
- Accurate information about devices, networks, and issues

4.2 You must ensure all important data is **fully backed up** before the visit.

4.3 You are responsible for ensuring any equipment and software provided is legal, licensed, and safe to use.

5. Charges & Payment

5.1 Charges will be agreed before the visit and may include:

- Hourly charges
- Travel charges (if applicable)

5.2 All charges for services provided via Consult & Support Service are detailed within our [Pricing Plan](#).

5.3 Payment is due **on completion of the Service**, unless otherwise agreed in writing.

5.4 Any additional work requested outside the original scope will be chargeable and must be agreed before proceeding.

6. Cancellation & Refund Policy

6.1 Customer Cancellations

- Cancellations made **more than 24 hours** before the scheduled visit will incur **no charge**.
 - Cancellations made **within 24 hours** of the visit may be charged **as set out within the [Pricing Plan](#)**.
 - Failure to provide access at the agreed time (“no-show”) will be treated as an aborted visit and will be **charged in full as set out within the [Pricing Plan](#)**.
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6.2 Refunds

6.2.1 Refunds are **not provided** for Services that have already been delivered, including where:

- The outcome was not as expected
- The issue could not be resolved due to technical limitations
- Third-party systems or hardware prevented completion

6.2.2 Where a visit cannot proceed due to circumstances caused by us, we will offer:

- A rescheduled visit, or
- A full refund of any prepaid charges

6.2.3 Nothing in these terms affects your **statutory consumer rights**.

7. Satisfaction Guarantee

7.1 We aim to provide a professional and helpful service at every visit.

7.2 If you are dissatisfied with the Service, you must notify us **as soon as reasonably possible** after the visit so we can review the matter and, where appropriate, offer a reasonable resolution as per our complaints & resolutions process.

8. Liability & Limitations

8.1 We are not responsible for:

- Data loss or corruption
- Loss of files, photos, or personal content
- Issues caused by pre-existing faults or third-party software/hardware

8.2 To the maximum extent permitted by law, our total liability is limited to **the amount paid for the specific Service Visit**.

8.3 We are not liable for indirect or consequential losses, including loss of earnings, business interruption, or inconvenience.

9. Confidentiality & Data Protection

9.1 We will treat all customer information confidentially and use it only for the purpose of providing the Service.

9.2 Personal data is processed in accordance with our **Privacy Policy** and applicable UK data protection laws.

10. Health & Safety

10.1 We reserve the right to refuse or discontinue a visit if we believe conditions are unsafe or unsuitable.

10.2 In such cases, the visit may still be chargeable if the issue was not disclosed in advance.

11. Governing Law

11.1 These Terms & Conditions are governed by the laws of **England and Wales**.

11.2 Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Acceptance of Terms

12.1 By booking or accepting a Consult & Support Service, you confirm that you have read and agreed to these Terms & Conditions.