

Remote Technical Support Agreement (Short Form web version)

This agreement sets out the terms under which **Atomik.biz Ltd** provides remote technical support services to you the customer.

Company Details

Company Name: **Atomik.biz Ltd**

Registered Address: **3rd Floor, Lawford House, Albert Place, London, England, N3 1QA**

Company Registration Number: **4698843**

VAT Number: **858885057**

Email: support@atomik.biz

Website: <https://www.atomik.biz>

1. Services

We provide remote technical support services, including diagnosis, advice, configuration, and troubleshooting, using remote access tools, telephone, or online communication. Services are provided on a reasonable skill and care basis in accordance with UK law.

No guarantee is given that a particular issue can be resolved.

2. Charges

- Services are charged at **£70 per hour, plus VAT**.
- A minimum charge of 30 minutes applies to each support session.
- Time is billed in 15 minute increments thereafter.

3. Payment

- Payment is due immediately on completion of the support session unless agreed otherwise in writing.
- Payment may be made by:

Bank Transfer

- Details will be provided, but not listed online to prevent fraud.
- Reference: [please use our invoice number or your name]

Online Payment (Stripe)

<https://www.atomik.biz/payments/>

Failure to make payment when due may result in further support being suspended.

3A. Late Payment and Interest

If payment is not received by the due date:

- We reserve the right to charge statutory late payment interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, at a rate of 8% per annum above the Bank of England base rate, accruing daily from the due date until payment is received in full.
- We may also charge the statutory fixed compensation fee permitted under the Act, depending on the value of the outstanding invoice.
- Any reasonable costs incurred in recovering overdue payments (including administrative and debt recovery costs) may be charged to the customer where permitted by law.

4. Customer Responsibilities

- The customer confirms they are responsible for ensuring that a full and verified backup of all data is completed before any support work begins. We will help you with this if required and the time taken will be billed at our standard rate.
- The customer is responsible for providing accurate information, required access credentials, and suitable system access to allow support to be carried out.

5. Data Loss and Limitation of Liability

- All services are provided on a best efforts basis.
- We shall not be liable for any loss of data, corruption of data, loss of profits, loss of business, loss of use, or any indirect or consequential loss, howsoever caused.
- Our total liability, whether in contract, tort (including negligence), or otherwise, shall be limited to the fees paid for the specific support session giving rise to the claim.

Nothing in this Agreement limits liability for death or personal injury caused by negligence, fraud, or any liability which cannot lawfully be excluded under UK law.

6. Remote Access

By accepting support, the customer authorises us to remotely access systems as required for the purpose of providing support. The customer may terminate access at any time.

7. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

8. Acceptance

By requesting and accepting remote technical support services, the customer confirms that they have read, understood, and agreed to these terms and conditions.