



SERVERCENTRE

HOSTING

POLICY DOCUMENT:

**Terms & Conditions
Of Business**

Server Centre Hosting Limited

**February 2016
Version 3.1**



Terms & Conditions Of Business

1 Agreement

These are the Terms and Conditions of Business for Server Centre Hosting Limited ("Server Centre") and should be read in conjunction with any applicable Order Form, Quotation or Service Level Agreement for the services agreed. These documents will form the Agreement between Server Centre and The Customer.

If there is a conflict with the Agreement then the conflict will be resolved according to the following order of priority:

1. The Order Form
2. Quotation/Scope of Works
3. Service Level Agreement
4. Terms & Conditions of Business

2 Definitions and Interpretation

In the Agreement the following expressions will have the following meanings unless inconsistent with the context:

"Acceptable Use Policy" – the acceptable and fair use policies of Server Centre and any Third Party Services Providers from time to time as applicable

"Agreement" – the agreement between Server Centre and the Customer for the provision of Services and / or Products formed by these conditions, the terms of the Order Form and the Service Level Agreement

"Business Day" – a day which is not a Saturday or Sunday or Public or Bank Holiday

"Business Hours" – 9am to 5pm on each Business Day

"Confidential Information" - all information in respect of the business of a party including any ideas; business methods; finance; prices, business, financial, marketing, development or manpower plans; customer lists or details; computer systems and





software; products or services, including know-how or other matters connected with the products or services manufactured, marketed, provided or obtained by a party, and information concerning a party's relationships with actual or potential clients, customers or suppliers and any other information which, if disclosed, will be liable to cause harm to that party

"Contract Year" – the period of 12 months from the Effective Date and each successive period of 12 months during the continuance in force of the Agreement or, in respect of the final Contract Year under the Agreement, the period from the end of the penultimate Contract Year to the date of termination of the Agreement, if shorter

"Customer" – as identified on the Order Form

"Customer Personnel" - all employees and other personnel of the Customer and all agents, contractors and other users of the Services

"Effective Date" – the date set out in the Order Form

"Fees" – the charges due to Server Centre as set out in the Order Form or Service Level Agreement, as may be amended from time to time pursuant to these conditions or the Service Level Agreement

"Initial Term" – the initial term of the Agreement as set out in the Order Form

"Server Centre" – Server Centre Hosting Ltd registered in England, No. 7240017, whose registered address is at E2 Ropewalk Business Park, Station Road, Ilkeston, Derbyshire, DE7 5HX.

"Server Centre Equipment" – any hardware, software, cabling and/or other products or equipment provided by Server Centre to the Customer in connection with the provision of the Services or otherwise used by Server Centre to provide the Services

"Order Form" – the order form signed by the Customer detailing the Services and/or Products to be supplied by Server Centre

"Products" – any hardware, software, cabling and/or other products or equipment sold or licensed by Server Centre to the Customer as identified in the Order Form, as may be amended from time to time pursuant to paragraph 3.5 of these conditions





“Services” – the service provided by Server Centre as identified in the Order Form, as may be amended from time to time pursuant to paragraph 3.5 of these conditions or the Service Level Agreement

“Service Level Agreement” – any Service Level Agreement applicable to the particular Services and Products, as identified in the Order Form

“Service Levels” – any service levels applicable to the Services as set out in the Service Level Agreement

“Third Party Services” – any part of the Services which Server Centre procures from a third party, and any third party hosting services, telecommunications services and/or equipment which Server Centre uses in order to provide the Services

“Third Party Services Provider” – the provider of any Third Party Services

3 Formation

3.1 These conditions, together with the other terms set out in the Agreement, will apply to all contracts and agreements between the parties to the exclusion of all other terms and conditions and all previous oral or written representations, including any terms or conditions which the Customer purports to apply under any purchase order, confirmation of order or similar document, whether or not such document is referred to in the Order Form.

3.2 Each order or acceptance of a quotation for Services or Products will be deemed to be an offer by the Customer to purchase Services or Products upon these conditions.

3.3 The Agreement is formed when the order is accepted by Server Centre, by way of e-mail confirmation or any other written acknowledgement. No contract will come into existence until such written acknowledgement of the order is issued by Server Centre.

3.4 Any quotation provided by Server Centre is valid for a period of 7 days only from its date, provided Server Centre has not previously withdrawn it.

3.5 All orders are non-cancellable. Without prejudice to this, no Products may be returned by the Customer following delivery unless they fail to comply with their specification due to defects in material or workmanship, and then only in accordance with the provisions of paragraph 7.





- 3.6** Server Centre will be entitled to make changes to these conditions at any time and the Customer will be subject to any such amended conditions from the date that such changes are made. The most recent version of these conditions from time to time will be found at <http://servercentre.net> and the Customer shall check periodically for changes. Posting changes to these conditions at <http://servercentre.net> shall be deemed to be sufficient notice to the Customer of such changes.

4 Server Centre Rights and Obligations

- 4.1** The Services and the Products to be provided to the Customer are as described or referred to on the Order Form and the Service Level Agreement.
- 4.2** Time for performance or delivery is not of the essence and any timescales for performance or delivery given by Server Centre are estimates only. Server Centre will use its reasonable endeavours to provide the Services and deliver the Products in accordance with any timescale set out on the Order Form, but will not be liable to the Customer where it fails to meet any timescale.
- 4.3** Server Centre will not be liable for any failure to provide the Services and / or deliver the Products resulting from any breach by the Customer of the Agreement.
- 4.4** Server Centre will not be obliged to provide any Services or Products not referred to on the Order Form.
- 4.5** Server Centre may at any time and from time to time improve, correct or otherwise modify all or any of the Services and / or Products (including substituting software and/or Products with software or equipment of similar specification) provided that such modification does not materially adversely affect provision of the Services to the Customer or the functionality of the Products. Server Centre will endeavour to give the Customer reasonable notice of any such modification, where this is reasonably practicable.
- 4.6** Server Centre shall use its reasonable endeavours to provide the Services in accordance with the Service Levels. However, the Customer acknowledges that, given the nature of the Services, Server Centre cannot guarantee that the Services will be uninterrupted or error free.





- 4.7** Where service credits are provided for in the Service Level Agreement these shall be the sole and exclusive remedy of the Customer for the failure to meet the applicable Service Levels. Server Centre shall have no additional liability to the Customer in respect thereof.
- 4.8** Risk of damage to or loss of the Products will pass to the Customer on delivery.
- 4.9** Ownership of the Products will not pass to the Customer until Server Centre has received in full (in cash or cleared funds) all sums due to it in respect of:
- 4.9.1** the Products; and
- 4.9.2** all other sums which are or which become due to Server Centre from the Customer on any account.
- 4.10** Until ownership of the Products has passed to the Customer, the Customer must hold the Products on a fiduciary basis as Server Centre's bailee and maintain the Products in satisfactory condition insured on Server Centre's behalf for their full price against all risks to the reasonable satisfaction of Server Centre.
- 4.11** The Customer's right to possession of the Products will terminate immediately if any of the circumstances set out in paragraph 10.4 occur.
- 4.12** Server Centre will be entitled to recover payment for the Products notwithstanding that title in any of the Products has not passed from Server Centre.
- 4.13** On termination of the Agreement, howsoever caused, Server Centre's rights contained in paragraphs 4.8 to 4.12 will remain in effect.

5 Customer Obligations

- 5.1** The Customer will provide Server Centre with all information, instructions and assistance that Server Centre may reasonably require in order to carry out its obligations under the Agreement. The Customer shall co-operate fully and in good faith with Server Centre and any applicable Third Party Services Provider. The Customer shall provide all reasonably necessary physical access to Customer premises and other sites at all reasonable times as required (including access for the purposes of installation, inspection, maintenance, replacement, upgrade, or removal of the Products, Server Centre Equipment and any other equipment associated with the





- Services), facilities at such premises and sites, assistance with testing and other assistance to Server Centre that Server Centre shall reasonably require to perform its obligations under the Agreement, and the Customer shall comply with any reasonable operating instructions issued by Server Centre from time to time.
- 5.2 If Server Centre is provided with any incorrect information or instructions in connection with the Services, then the Customer shall pay any reasonable additional and wasted costs and expenses incurred or suffered by Server Centre as a result in setting-up and/or providing any Services.
- 5.3 Where Server Centre or any Third Party Services Provider are working on Customer premises, the Customer shall ensure a safe working environment in compliance with all applicable health and safety laws.
- 5.4 Server Centre reserves the right to refuse access to its premises and servers to anyone.
- 5.5 All Services are subject to the Acceptable Use Policy. The Customer shall, at all times in connection with its use of the Services, comply with the Acceptable Use Policy. The Customer shall ensure that the Acceptable Use Policy is communicated to Customer Personnel and it's Customers' in a timely manner.
- 5.6 Without prejudice to paragraph 5.5, the Customer shall not use the Services, any Server Centre Equipment or any Customer equipment which is located on Server Centre premises:
- 5.6.1 to provide, store, host, link to or connect to illegal content, content designed to offend or cause needless anxiety to others, any material which is abusive, indecent, defamatory, obscene, threatening, menacing or likely to cause harassment or which is in breach of any copyright, confidence, privacy or any other rights or scanning software;
 - 5.6.2 to distribute illegal, copyright infringing, indecent or offensive material;
 - 5.6.3 to send or procure the sending of any unsolicited e-mail; or
 - 5.6.4 in an unlawful manner or for any illegal purpose.
- 5.7 Whether or not express reference is made to Customer Personnel in the relevant provision, the Customer will procure that all Customer Personnel comply with all the
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duties, obligations and restrictions imposed on the Customer by the Agreement, to the extent such duties, obligations and restrictions are applicable to the Customer Personnel. Any act or omission of any Customer Personnel which, if it had been committed or omitted by the Customer, would have been a breach of the Agreement by the Customer will be deemed to be a breach of the Agreement by the Customer who will be liable to Server Centre accordingly.

- 5.8 Where the Products include any software, the same is provided on a licensed basis in accordance with the licence terms and conditions applicable thereto, which the Customer agrees that it will comply with.

6 Suspension

- 6.1 Without prejudice to any other right or remedy that it may have in such circumstances, Server Centre reserves the right to suspend provision of any part of the Services, where:
- 6.1.1 the Customer's use of any of the Services is found to be monopolizing the resources available (this policy is only implemented in extreme circumstances and is intended to prevent misuse of the Services); or
 - 6.1.2 the Customer is in breach of the Acceptable Use Policy, paragraph 5.6 or otherwise in material breach of the Agreement and fails to rectify such breach within 7 days of a written request from Server Centre requiring the same to be rectified; or
 - 6.1.3 required for maintenance, repair or upgrade of any Server Centre systems and/or the Services (Server Centre shall use reasonable endeavours to give as much advance notice to the Customer as is reasonably practicable in the circumstances); or
 - 6.1.4 dealing with any actual or suspected security breach, virus, or attack or any misuse by any person of any Server Centre systems and/or the Services; or
 - 6.1.5 necessary because of an emergency; or
 - 6.1.6 required by any regulatory, governmental or other competent authority; or





- 6.1.7 the Services depend on any Third Party Services and that Third Party Service is suspended by the relevant Third Party Services Provider; or
- 6.1.8 the Customer fails to pay any Fees in accordance with the provisions of the Agreement and fails to rectify such failure within 7 days of a written request from Server Centre requiring the same to be rectified.
- 6.2 Server Centre may from time to time close down the whole or part of the network for routine repair or maintenance work. Server Centre shall give as much notice as in the circumstances is reasonable and shall endeavour to carry out such works during the scheduled maintenance periods as published by Server Centre as appropriate.
- 6.3 Server Centre may from time to time without notice close down or restrict the whole or part of the Services where necessary for emergency repair, to prevent overload of the network, or to preserve the safety, security or integrity of the Services and traffic conveyed. Server Centre shall at its sole discretion decide when such action is necessary.
- 6.4 The Customer's internal network configuration and any equipment that it uses with the Services that is not a Product or Server Centre Equipment remains the responsibility of the Customer. Any interruptions to the Services that occur as a result of an internal configuration or equipment issue may not be deemed as an interruption or suspension of the formal provision of the Services and Server Centre shall have no liability in this respect.
- 6.5 Where provision of any part of the Services is suspended by Server Centre pursuant to paragraph 6.1.1, 6.1.2 or 6.1.8, Server Centre shall be entitled to charge the Customer its standard reconnection fee from time to time applicable which the Customer shall pay to Server Centre prior to Server Centre recommencing provision of such part of the Services.

7 Payment

- 7.1 All Fees are payable annually as indicated in the Service Level Agreement or Quotation or Order Form will be paid by the Customer in advance and will not be refundable in whole or part if the Agreement or relevant part is terminated by the Customer during the period to which the payment relates.





- 7.2 Server Centre requires payment of 50% of the total contract/project price on receipt of Customer Order or instruction to proceed, prior to the commencement of the provision of the Services or any Products or before any order is progressed.
- 7.3 All other Fees (unless indicated otherwise) shall be payable by the Customer following provision of the relevant Services or delivery of the Products.
- 7.4 Additional Fees will become payable if the Customer exceeds agreed or stipulated bandwidth or other use levels or restrictions set out in the Service Level Agreement or Order Form.
- 7.5 Any total sum for the Fees set out in an Order Form is (unless stated in the Order Form to be a fixed and firm amount) an estimate of the Fees only and not a fixed price quotation.
- 7.6 Server Centre shall be entitled to increase the Fees at any time, but no such increase may take effect earlier than the end of the Initial Term except where the costs incurred by Server Centre in the provision of the relevant Services or Products increase through factors that are outside of Server Centre's control, including electricity and bandwidth charges and charges levied by Third Party Services Providers. Server Centre shall give the Customer 30 days' notice of such increases.
- 7.7 Any sums payable by the Customer to Server Centre under the Agreement are exclusive of value added tax or any similar taxes, levies or duties, which will be added to such sums and be payable by the Customer at the appropriate rate.
- 7.8 The Customer agrees to pay Server Centre invoices within 14 days of the invoice date. If invoices are not settled in full by then, the Customer will without prejudice to its other rights and remedies be liable to pay interest on any sum outstanding from the due date for payment on a daily basis until payment is made (whether before or after any judgment) in accordance with the provisions of the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.9 Server Centre may make a search in relation to the Customer with a credit reference agency (and make other credit enquiries from time to time), keep a record of that search and enquiries, and share that information with third parties. Server Centre may also make enquiries about the principle directors/proprietors of the Customer with a credit reference agency.
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- 7.10 All Fees shall be paid by such method as determined by Server Centre from time to time (which may include payment by direct debit, BACS, cheque or credit card) to such account as Server Centre may specify from time to time. Where the Customer authorises payment of any of the Fees by credit card then Server Centre may deduct other amounts becoming payable to it under the Agreement under that credit card without obtaining additional authorisation from the Customer
- 7.11 All payment is in UK sterling.
- 7.12 All payments to be made by the Customer will be made in full without any set-off, restriction or condition and without any deduction or withholding for or on account of any counterclaim or any present or future taxes, levies, duties, charges, fees, deductions or withholdings of any nature, unless the Customer is required by law to make any such deduction or withholding.
- 7.13 Server Centre shall have a lien over and be entitled to retain any equipment and property of the Customer in Server Centre's possession pending satisfaction in full of the Customer's payment obligations under the Agreement, including following any termination of the Agreement. This shall include the right to sell the same and set off the proceeds of sale against any sums owing.

8 Liability

- 8.1 Server Centre will, free of charge, within a period of 12 months from the date of delivery of the Products which are proved to the reasonable satisfaction of Server Centre to not comply with specification due to defects in material or workmanship, repair, or at its option replace, such Products. Provided that Server Centre complies with this obligation it shall have no further liability to the Customer in connection with such noncompliance. This obligation will not apply where:
- 8.1.1 the Products has been improperly altered in any way whatsoever, or has been subject to misuse or unauthorised repair;
- 8.1.2 the Products has been improperly installed or connected (other than by Server Centre);





- 8.1.3 any maintenance requirements relating to the Products has not been complied with (other than where Server Centre is responsible for such maintenance under the Agreement); and
- 8.1.4 the Customer has failed to notify Server Centre of any defect or suspected defect within 14 days of the same coming to the knowledge of the Customer, and in any event no later than 12 months from the date of delivery.
- 8.2 Server Centre warrants that the Services will be provided with reasonable care and skill.
- 8.3 Server Centre does not (and nothing in the Agreement shall be construed so as to) exclude its liability (if any) to the Customer:
- 8.3.1 for breach of Server Centre's obligations arising under section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982;
- 8.3.2 for personal injury or death resulting from Server Centre's negligence;
- 8.3.3 under section 2(3) Consumer Protection Act 1987;
- 8.3.4 for any matter for which it would be illegal for Server Centre to exclude or to attempt to exclude its liability; or
- 8.3.5 for fraud.
- 8.4 Except as provided in paragraph 8.3, Server Centre will be under no liability to the Customer whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any indirect or consequential loss or for any loss of profits, loss of business, loss of anticipated savings, depletion of goodwill and like loss howsoever caused arising out of or in connection with the Agreement.
- 8.5 Subject to paragraphs 8.3 and 8.4, Server Centre's aggregate liability in any Contract Year under the Agreement whatsoever (whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise) for any injury, death, damage or loss howsoever caused will be limited to the Fees payable in that Contract Year.
- 8.6 Except as set out in paragraph 8.3, Server Centre hereby excludes to the fullest extent permissible in law, all conditions, warranties and stipulations, express (other than





those set out in the Agreement) or implied, statutory, customary or otherwise which, but for such exclusion, would or might subsist in favour of the Customer.

- 8.7 The Customer acknowledges that the above provisions of this section 8.0 are reasonable and reflected in the Fees which would be higher without those provisions, and the Customer will accept such risk and/or insure accordingly.

9 Force Majeure

- 9.1 Neither party is under any liability to the other party in respect of anything which, apart from this provision, may constitute a breach of the Agreement arising by reason of force majeure which means, in relation to either party, circumstances beyond the reasonable control of that party including acts of God, acts of any governmental or supra-national authority, war or national emergency, riots, civil commotion, fire, network failure, systems fault, unauthorised use or access to the IT systems of Server Centre or the Customer, explosion, flood, epidemic, lock outs (whether or not by that party), strikes and other industrial disputes (in each case, whether or not relating to that party's workforce), restraints or delays affecting shipping or carriers, inability or delay in obtaining supplies of adequate or suitable materials and currency restrictions, to the extent outside of its reasonable control.

10 Term and Termination

- 10.1 The Agreement shall commence on the Effective Date and shall continue in force for the Initial Term and thereafter shall continue in force unless or until terminated by one party in accordance with clause 10.
- 10.2 Unless stated otherwise in the relevant Service Level Agreement, at the end of the initial term the agreement will renew automatically for an additional Contract Year unless either party gives to the other not less than 90 days' notice in writing before the contract renewal date.
- 10.3 Where a customer is terminating a Server Centre service a cancellation form will be raised which will need to be signed by both parties. The notice period will not commence until this is completed.





- 10.4 Server Centre may by written notice served on the Customer terminate the Agreement immediately if the Customer:
- 10.4.1 either is in material breach of any of the terms of the Agreement and such breach is incapable of remedy or, where the breach is capable of remedy, fails to remedy such breach within 14 days after service of a written notice from Server Centre specifying the breach and requiring it to be remedied;
 - 10.4.2 is unable to pay its debts within the meaning of section 123 Insolvency Act 1986, makes a proposal for a voluntary arrangement or convenes a meeting of its creditors to consider such a proposal, becomes subject to any voluntary arrangement, has a receiver, manager, or administrative receiver appointed over any of its assets, undertaking or income, passes a resolution for its winding-up, is subject to a petition presented to any court for its winding-up, has a provisional liquidator appointed, has a proposal made for a compromise or arrangement under Part 26 Companies Act 2006, has an administrator appointed in respect of it or is the subject of an application for administration filed at any court or a notice of appointment of an administrator filed at any court or a notice of intention to appoint an administrator filed at any court by any person or is the subject of a notice to strike off the register at Companies House;
 - 10.4.3 has any distraint, execution or other process levied or enforced on any of its property; or
 - 10.4.4 ceases to trade.
- 10.5 The termination of the Agreement howsoever arising is without prejudice to the rights, duties and liabilities of either party accrued prior to termination. The clauses in the Agreement which expressly or impliedly have effect after termination will continue to be enforceable notwithstanding termination.
- 10.6 Subject to the provisions of paragraph 7.13, on termination of this Agreement howsoever arising each party will return to the other any property of the other in its possession or control.
- 10.7 Without prejudice to any other of its rights and remedies:





- 10.7.1 Server Centre will be entitled to remove the Customer's data from its systems and any Server Centre Equipment and/or put the Server Centre Equipment to any use other than the Customer's following termination of the Agreement. Server Centre is not required to back up such data or return the same to the Customer prior to any such removal; and
- 10.7.2 in the event of any termination by Server Centre pursuant to paragraph 10.4, or by the Customer pursuant to any provision of these conditions, the Customer shall be liable to pay or reimburse Server Centre for any cancellation charges that may be due to any Third Party Services Provider or otherwise due as a consequence of such termination.

11 Data and Confidential Information

- 11.1 Server Centre reserves the right to hold the names and other information provided by and relating to Customers in a computerised database. This data will be used to enable the provision and maintenance of Services, and may in certain circumstances be supplied Server Centre to Third Party Service Providers and any other suppliers to Server Centre to enable the provision or maintenance of the Services.
- 11.2 Customers who request an IP address assignment will have their contact details added to the RIPE database.
- 11.3 Where Server Centre is processing any personal data relating to the Customer in connection with the provision of the Services, it is doing so on behalf of the Customer as a "data processor" under the Data Protection Act 1998, and the Customer is the "data controller". Server Centre will comply with its obligations under the Data Protection Act 1998 as data processor.
- 11.4 In particular Server Centre will maintain and comply with reasonably appropriate technical and organisational measures against unauthorised or unlawful processing of that personal data and against accidental loss or destruction of, or damage to that personal data.
- 11.5 Each party will keep confidential:
- 11.5.1 the terms of the Agreement; and





11.5.2 any and all Confidential Information that it may acquire in relation to the other party.

11.6 Neither party will use the other party's Confidential Information for any purpose other than to perform its obligations under the Agreement. Each party will ensure that its officers and employees comply with the provisions of paragraphs 11.5.

11.7 For further details regarding our Privacy Statement please follow the link below:

[Server Centre Privacy Policy](#)

11.8 To review our GDPR Compliance Statement please follow the link below:

[Server Centre GDPR Compliance Statement](#)

12 Miscellaneous

12.1 Each right or remedy of Server Centre under any Agreement is without prejudice to any other right or remedy of Server Centre under the Agreement.

12.2 If any condition or part of the Agreement is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from the Agreement and will be ineffective without, as far as is possible, modifying any other provision or part of the Agreement and this will not affect any other provisions of the Agreement which will remain in full force and effect.

12.3 No failure or delay by Server Centre to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

12.4 Server Centre may assign, delegate, license, hold on trust or sub-contract all or any part of its rights or obligations under the Agreement.

12.5 The Contract is personal to the Customer who may not assign, delegate, license, hold on trust or sub-contract all or any of its rights or obligations under the Agreement without Server Centre's prior written consent.





12.6 The parties to the Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.

12.7 The Agreement contains all the terms which Server Centre and the Customer have agreed in relation to the Services and Products and supersedes any prior written or oral agreements, representations or understandings between the parties relating thereto. The Customer acknowledges that it has not relied on any statement, promise

or representation made or given by or on behalf of Server Centre which is not set out in the Agreement. Nothing in this paragraph 12.7 will exclude any liability which one party would otherwise have to the other party in respect of any statements made fraudulently.

12.8 Applicable Law and Jurisdiction The construction, performance and validity of the Agreement will be governed by English law and the English courts have jurisdiction to settle any disputes which may arise out of or in connection with it.

