



CoreFront LTD – Master Policy Pack

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The most up-to-date versions of all CoreFront Ltd policies, terms, and service documentation are published and available at:

corefront.net/policies

For verification of current policy status, or to request a digitally signed copy of the latest version, please contact: [**legal@corefront.net**](mailto:legal@corefront.net)

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1. DEFINITIONS AND INTERPRETATION

1.1 In these Terms, unless the context otherwise requires:

- "Company" means CoreFront Ltd, its successors and permitted assigns;
- "Client" or "Buyer" means the person or entity acquiring goods or services from the Company;
- "Goods" means any products, hardware, equipment, or physical media provided by the Company;
- "Services" means any IT support, leasing, consultancy, configuration, or managed services provided;
- "Agreement" refers collectively to these Terms of Service and any service-specific lease, proposal, or order form.

1.2 The headings used in this document are for reference only and shall not affect interpretation.

2. GENERAL APPLICATION 2.1 These Conditions apply to all contracts for the sale of Goods or provision of Services by the Company. No terms proposed by the Buyer shall be binding unless agreed in writing by a Director of the Company. 2.2 Any deviation from these Conditions must be expressly agreed in writing by an authorised signatory of the Company. Other terms remain unaffected and enforceable.

3. TITLE AND RISK 3.1 Risk in the Goods shall pass to the Buyer on delivery. 3.2 Title in the Goods shall not pass to the Buyer until: (a) Full payment for the Goods has been received by the Company; and (b) No other amounts remain outstanding from the Buyer in respect of other goods supplied by the Company.

3.3 Until title passes:

- The Goods shall be held by the Buyer as bailee;
- The Goods must be stored separately and clearly marked as the Company's property;
- The Company shall have the unqualified right to recover or resell the Goods and may enter any premises where the Goods or Altered Goods are reasonably believed to be located for the purpose of retrieval.

3.4 If the Goods are altered, incorporated, or mixed to create Altered Goods, title to such Altered Goods shall vest in the Company until all sums due have been paid.

4. PAYMENT TERMS 4.1 Invoices shall be paid within 28 days unless otherwise agreed. 4.2 The Company reserves the right to:

- Suspend or cancel Services for overdue accounts;
- Charge interest at 2% per month on overdue amounts, accruing daily. 4.3 No payment shall be withheld by the Buyer for alleged set-offs without prior agreement.

Successor Liability and Notices:

In the event that legal or operational responsibility for any site, account, or agreement transfers to a third party—whether by sale, lease, management contract, tenancy, or assignment—that party shall be deemed the lawful and accountable client for all continuing obligations, charges, and liabilities from the date of transfer. Continued use of equipment, services, or access platforms constitutes full acceptance of CoreFront Ltd's contractual terms.

Notices sent by first-class post shall be deemed received two (2) business days after dispatch. Email notices shall be deemed received at the time of transmission unless delivery failure is received. The recipient bears the burden of proving non-receipt.

5. DELIVERY AND ACCEPTANCE 5.1 Delivery shall occur when: (a) Goods are physically delivered to the Buyer; or (b) Collected by or on behalf of the Buyer. 5.2 Delivery dates are estimates only. Late delivery shall not entitle the Buyer to cancel or withhold payment. 5.3 Buyer must inspect Goods immediately upon delivery and report discrepancies within seven (7) days. Failure to do so shall waive all claims for visible defects or short delivery.

6. LIMITATION OF LIABILITY 6.1 The Company shall not be liable for: (a) Consequential or indirect losses; (b) Loss of profit, contracts, data, or goodwill; (c) Third-party actions or modifications; (d) Downtime due to ISP or power outages. 6.2 Annual liability shall be capped at total fees paid under the Agreement. 6.3 The Company excludes all warranties not expressly included in this Agreement.

7. INDEMNITY 7.1 The Buyer shall indemnify and hold harmless the Company against all claims, proceedings, penalties, or losses arising from: (a) The Buyer's breach of contract; (b) Unlawful use of software or hardware; (c) Misuse or modification of supplied Goods; (d) Any claims under the Consumer Protection Act 1987 or similar legislation.

8. FORCE MAJEURE 8.1 The Company shall not be liable for delays or failures arising from causes beyond its reasonable control, including but not limited to: labour disputes, supply shortages, acts of God, civil unrest, governmental actions, network outages, or pandemic restrictions.

9. RETURNS AND BESPOKE ORDERS 9.1 Goods may only be returned with prior written approval. A 20% restocking fee may apply. Bespoke items are non-returnable. 9.2 Special Orders are non-cancellable once production or procurement has commenced.

10. WARRANTY AND GUARANTEES 10.1 The warranty on new products shall be limited to the duration and terms provided by the original equipment manufacturer ("OEM") or the authorised distributor/retailer from whom the Company procures the Goods. No warranty is implied beyond that of the OEM unless explicitly stated. 10.2 Any additional or extended warranty shall only apply where expressly agreed to in writing and documented in a separate service agreement or maintenance schedule entered into between the Client and the Company. Such agreement, if applicable, shall take precedence over this Clause to the extent of any inconsistency.

11. TERMINATION 11.1 The Company may terminate this Agreement with immediate effect for:

- Non-payment by the Buyer;
- Material breach of these Terms;
- Insolvency, liquidation, or receivership of the Buyer. 11.2 Upon termination:
- All sums owed become immediately payable;
- Goods not paid for in full must be returned;

- Access may be withdrawn without notice.
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12. GOVERNING LAW AND JURISDICTION 12.1 These Terms shall be governed by the laws of England and Wales. 12.2 Disputes shall be resolved first by good faith negotiation, failing which, jurisdiction shall lie with the courts of England and Wales.

13. ENTIRE AGREEMENT 13.1 These Terms supersede all prior agreements and representations. 13.2 Any variation must be agreed in writing and signed by an authorised Company officer.

14. NOTICES 14.1 All notices under these Terms must be delivered in writing to the registered office or by authorised email communication.

15. DATA PROCESSING AGREEMENT (DPA)

This Data Processing Agreement (“DPA”) forms part of and is subject to the Master Terms of Service between CoreFront Ltd (the “Processor” or “Company”) and the Client (the “Controller”) and applies where CoreFront Ltd processes personal data on behalf of the Client.

15.1 DEFINITIONS

- “Data Protection Law” means the UK General Data Protection Regulation (“UK GDPR”), the Data Protection Act 2018, and any applicable privacy laws.
- “Personal Data”, “Data Subject”, “Processing”, “Controller”, and “Processor” shall have the meanings described under the UK GDPR.

15.2 SCOPE AND DURATION

- This DPA applies to all personal data processed by CoreFront Ltd on behalf of the Client in connection with the services rendered under the Master Agreement.
- Processing shall continue for the duration of the contractual relationship unless otherwise required by law.

15.3 ROLES AND RELATIONSHIP

- The Client is the Controller of the personal data.
- CoreFront Ltd acts solely as the Processor and shall process personal data only on documented instructions from the Controller.

15.4 PURPOSE OF PROCESSING

- CoreFront processes personal data solely to provide IT infrastructure, asset leasing, device management, helpdesk support, cloud identity services (including Microsoft Entra ID), and related IT services.

15.5 TYPES OF DATA AND CATEGORIES OF DATA SUBJECTS

- Data Subjects: Client staff, end-users, and authorised personnel.
- Personal Data: Names, contact details, login credentials, IP addresses, audit logs, and device identifiers.

15.6 SECURITY MEASURES

- CoreFront Ltd shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk.
- Measures include, but are not limited to: device encryption, remote management, logging, MFA enforcement, and principle of least privilege.

15.7 SUBPROCESSORS

- The Controller authorises the use of the following Subprocessors:
 - Microsoft Corporation (Entra ID, Intune)
 - Action1 Corporation
 - Amazon Web Services (UK – London)
 - Ubiquiti, Hubspot, Spiceworks, and any other named suppliers under CoreFront's Privacy Policy.
- CoreFront Ltd shall ensure subprocessors comply with similar data protection obligations.

15.8 INTERNATIONAL TRANSFERS

- Where data is transferred outside the UK or EEA, CoreFront Ltd shall ensure appropriate safeguards are in place, including Standard Contractual Clauses (SCCs) or UK IDTA as applicable.

15.9 DATA SUBJECT RIGHTS

- CoreFront Ltd shall, to the extent legally permitted, assist the Client in responding to Data Subject requests, including access, correction, erasure, and portability.

15.10 ASSISTANCE AND AUDITS

- Upon reasonable request, CoreFront Ltd shall provide information necessary to demonstrate compliance with this DPA.
- The Client may conduct audits no more than once annually, with 30 days' notice and at their own cost.

15.11 DATA BREACHES

- CoreFront Ltd shall notify the Controller without undue delay upon becoming aware of a personal data breach.
- Notification shall include the nature, likely consequences, and remedial action taken.

15.12 RETURN OR DELETION OF DATA

- Upon termination of services, CoreFront Ltd shall, at the Controller's option, return or delete all personal data, except where retention is required by law.

15.13 LIABILITY AND INDEMNITY

- The Client shall indemnify and hold CoreFront Ltd harmless from any third-party claims, fines, or regulatory actions resulting from the Client's breach of data protection law.
- CoreFront Ltd's liability for personal data processing under this DPA shall be limited in accordance with the limitation of liability under the main Terms of Service.

15.14 GOVERNING LAW

- This DPA shall be governed by and construed in accordance with the laws of England and Wales.
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16. ACCEPTABLE USE POLICY (AUP)

This Acceptable Use Policy (“Policy”) governs the proper use of IT equipment, systems, services, and infrastructure provided, leased, or supported by CoreFront Ltd (“the Company”). It forms part of the CoreFront Master Terms of Service and is enforceable as a binding contractual provision.

16.1 PURPOSE The objective of this Policy is to ensure all users of CoreFront-provisioned or supported devices use such systems responsibly, legally, and securely. This includes both end-user behaviour and client administrative management of such systems.

16.2 SCOPE This Policy applies to:

- All client personnel using devices or services leased, maintained, or managed by CoreFront Ltd.
- All endpoints, cloud accounts, wireless access, and infrastructure maintained by CoreFront Ltd.

16.3 ACCEPTABLE BEHAVIOUR Users shall: (a) Use the devices and software solely for lawful, business-related purposes; (b) Protect their login credentials and report any suspected misuse immediately; (c) Lock their screens or devices when unattended; (d) Comply with all applicable software licensing terms; (e) Follow guidance on saving data prior to scheduled reboots or updates; (f) Notify CoreFront of any suspected security breach or unauthorised access.

16.4 UNACCEPTABLE USE The following actions are strictly prohibited: (a) Installing unauthorised or pirated software; (b) Disabling, bypassing, or tampering with antivirus, firewalls, or monitoring tools; (c) Using systems for illegal activities, including copyright infringement or cybercrime; (d) Accessing or distributing pornographic, extremist, or discriminatory content; (e) Attempting to gain unauthorised administrative access; (f) Modifying Group Policy Objects, BIOS/UEFI settings, or registry keys without written approval; (g) Connecting unauthorised USB storage or external drives to the device unless explicitly permitted.

16.5 SHARED WORKSTATIONS Where a workstation is shared among multiple users:

- Clients must accept and manage the risks of concurrent use;
- No expectation of performance, privacy, or stability shall extend to discretionary use (e.g., personal browsing or media access);
- CoreFront disclaims all liability for service issues arising from misuse or unauthorised configurations.

16.6 SYSTEM LOGGING AND MONITORING

- Internet activity and user logins may be logged as part of routine security and compliance protocols.
- Logging cannot be removed or disabled by end-users.
- Data logs are held in accordance with CoreFront’s retention policy.

16.7 REMOTE ACCESS AND SUPPORT

- Support tools (e.g. Action1, JetKVM) may be used to access devices for diagnostics or updates.
- Users must ensure no sensitive or confidential content is open or visible prior to remote session initiation.
- All remote access is logged and conducted under strict confidentiality.

16.8 CLIENT RESPONSIBILITIES

- The Client is responsible for user education, password hygiene, and ensuring all authorised users receive a copy of this Policy.
- Clients are responsible for ensuring no unauthorised software, configurations, or devices are introduced to the environment.

16.9 ENFORCEMENT AND CONSEQUENCES

- Violations of this Policy may result in revocation of access, additional service charges, or termination of the service agreement.
- The Client shall indemnify CoreFront Ltd against losses resulting from user non-compliance or negligence.

16.10 POLICY REVIEW

- This Policy is reviewed annually and may be updated with 30 days' notice.
- Continued use of CoreFront-managed devices constitutes acceptance of any such updates.

17. DEVICE RETURN & DISPOSAL POLICY

This Device Return and Disposal Policy forms part of the CoreFront Ltd Terms of Service and applies to all hardware leased, supplied, or managed by CoreFront Ltd ("the Company") under a commercial agreement ("the Agreement").

17.1 GENERAL CONDITIONS (a) All equipment provided remains the sole property of CoreFront Ltd unless explicitly purchased by the Client and confirmed in writing. (b) Upon expiration, termination, or cancellation of any service or leasing agreement, the Client shall return all applicable devices within fourteen (14) calendar days.

17.2 RETURN STANDARDS Returned equipment must: (a) Be in good condition and working order, save for reasonable wear and tear; (b) Include all originally supplied components, peripherals, and accessories; (c) Be returned in secure, padded packaging to prevent damage in transit; (d) Be delivered to the Company's designated return address unless otherwise specified.

17.3 DAMAGE OR MISSING ITEMS (a) The Client accepts full financial liability for any returned equipment that is:

- Lost, stolen, or irreparably damaged;
- Missing critical accessories (e.g., PSUs, adapters);
- Damaged beyond reasonable repair due to neglect, misuse, or unauthorised modification. (b) CoreFront Ltd shall determine the fair market value of affected items and issue an invoice accordingly, not exceeding the original procurement cost.

17.4 DATA DELETION (a) All devices returned to CoreFront Ltd shall be securely wiped using NIST 800-88 or equivalent standards. (b) Where devices are beyond repair or triage, storage media shall be physically destroyed. (c) CoreFront Ltd shall not be responsible for the preservation of any data left on devices by the Client.

17.5 REPLACEMENT AND BUYOUT (a) The Client may request to retain leased equipment at the end of term by submitting a buyout proposal. (b) CoreFront Ltd reserves the right to accept or reject any buyout request and to set a fair market valuation. (c) Title shall not transfer until full payment of the buyout invoice has been received.

17.6 FAILURE TO RETURN (a) Unreturned devices shall be invoiced at their assessed replacement value. (b) Failure to return equipment within the 14-day window may result in additional charges, including recovery costs and late return fees. (c) The Company reserves the right to treat failure to return leased devices as a material breach of contract.

17.7 ENVIRONMENTAL DISPOSAL All non-functional equipment disposed of by CoreFront Ltd is handled in accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations and other applicable UK environmental laws.

17.8 CLIENT RESPONSIBILITIES (a) The Client shall not dispose of or repurpose Company-owned devices without prior written authorisation. (b) If the Client fails to maintain a proper chain of custody and the device is lost or damaged while in their possession, the Client remains fully liable.

18. PAYMENT POLICY AND DEBT RECOVERY

This Payment Policy forms part of CoreFront Ltd's Terms of Service and governs all financial transactions made between the Client and the Company.

18.1 CURRENCY & INVOICING (a) All prices are quoted in GBP Sterling. (b) As of the effective date of this Policy, CoreFront Ltd is **not registered for VAT**, and all quoted prices shall be treated as **inclusive of VAT**. (c) Invoices are payable within twenty-eight (28) calendar days from the date of issue unless otherwise agreed in writing. (d) All tenders, quotations, and estimates are provided without obligation and may be amended at the Company's discretion.

18.2 PAYMENT METHODS & FEES (a) **BACS Transfers** – No transaction fee is applied. This is the preferred method of payment. (b) **SumUp Card Payments** – Where payment is made via SumUp, the following card processing fees shall be added to the Client's total payable amount:

- **1.69%** for in-person transactions processed via SumUp card readers.
- **2.5%** for remote or manually keyed-in transactions. (c) All payments must be made in GBP Sterling and received in full without deduction, offset, or counterclaim unless expressly agreed in writing.

18.3 INTERNAL CREDIT TERMS (a) Internal credit is granted at the sole discretion of CoreFront Ltd. It refers to arrangements wherein the Company procures and supplies Goods or Services in advance of Client payment, subject to a 28-day payment term. (b) Each Client's approved credit buffer is documented on their account record and may be requested through their assigned Account Manager. (c) CoreFront Ltd reserves the right to vary or revoke credit limits at any time and without notice.

18.4 INTEREST AND PENALTIES (a) Interest shall accrue on overdue sums at a rate of **2% per calendar month**, compounded monthly, beginning from the original due date. (b) No right of set-off shall apply against sums due without the express written consent of CoreFront Ltd.

18.5 DEBT RECOVERY AND NON-PAYMENT (a) Where payment has not been received within **ninety (90) calendar days** of the invoice date, CoreFront Ltd reserves the right to initiate formal recovery proceedings. This may include:

- Assignment of the debt to a third-party collections agency;
- Application for a County Court Judgment (CCJ);
- Application for a **High Court Writ of Control** authorising the enforcement and seizure of assets up to, or in excess of, the unpaid balance plus court costs. (b) The total amount recoverable shall include all unpaid sums, accrued interest, enforcement fees, legal costs, and administrative charges. (c) Failure to pay will be deemed a material breach of contract and may result in immediate suspension or termination of services.

18.6 TITLE AND RETENTION OF GOODS Refer to Section 3: Title and Risk – which affirms that title in the Goods shall not pass to the Client until full payment is received and no other outstanding balances remain.

18.7 DISPUTES AND CHARGEBACKS (a) Any billing disputes must be submitted in writing within seven (7) calendar days of invoice issuance. After this period, the invoice shall be deemed accepted. (b) Unauthorised chargebacks may result in service suspension and will be subject to a £35 administrative fee.

18.8 ACCEPTANCE OF TERMS (a) The Client's submission of payment or continued use of services constitutes full acceptance of the financial terms described herein. (b) No waiver or modification of this Policy shall be binding unless expressly agreed in writing by an authorised officer of CoreFront Ltd.

19. TERMS & CONDITIONS OF SALE AND SERVICES

These Terms & Conditions of Sale and Services govern the supply of Goods and Services by CoreFront Ltd ("the Company") to the Client ("the Buyer") and form an integral part of the contractual relationship between the parties.

19.1 SCOPE OF APPLICATION (a) These Conditions apply to all quotations, tenders, agreements, deliveries, leases, or services rendered by the Company. (b) Any deviation, addition, or substitution to these Conditions shall be binding only if expressly agreed in writing by a Director of the Company. (c) In the case of inconsistency, these Terms shall prevail over the Client's own terms unless otherwise confirmed in writing.

19.2 PRICES AND QUOTATIONS (a) All prices are in GBP Sterling and inclusive of VAT, unless otherwise stated. (b) Prices exclude delivery charges, packaging, call-out or installation costs unless itemised. (c) Prices quoted are valid for 14 days unless otherwise agreed. (d) The Company reserves the right to amend pricing to reflect changes in raw materials, currency fluctuations, or regulatory requirements.

19.3 ORDERING AND ACCEPTANCE (a) No order shall be binding upon the Company until formally accepted in writing. (b) Orders are accepted on the understanding that:

- The Buyer has the legal capacity to enter into the Agreement.
- All technical specifications and site requirements are correct and complete.

19.4 DELIVERY AND RISK (a) Delivery dates are estimates only and shall not be considered of the essence. (b) Risk in the Goods passes to the Buyer upon delivery to the delivery address, or upon collection, whichever is applicable. (c) The Company shall not be liable for delays or non-delivery caused by events beyond its control, including supplier shortages or courier delays.

19.5 TITLE IN THE GOODS See Section 3 (Title and Risk) and Section 18.6 (Retention of Title) – Goods shall remain the property of CoreFront Ltd until paid for in full.

19.6 INSTALLATION & COMMISSIONING (a) Where installation is included, it shall be undertaken in accordance with standard trade practice. (b) The Client shall ensure the site is safe, accessible, and ready for the agreed works. (c) Delays resulting from site inaccessibility, absence of required power/data infrastructure, or interference by unauthorised third parties may be subject to additional charges.

19.7 SERVICES – GENERAL TERMS (a) The Company shall provide services with reasonable care and skill in accordance with good industry practice. (b) Time for performance shall not be of the essence unless explicitly stated. (c) Service limitations or exclusions (e.g., third-party dependencies) will be documented in project-specific documentation.

19.8 SUPPORT & SERVICE LEVELS (a) Service Level Objectives (SLOs) shall apply only to infrastructure under the Company's direct control. (b) No service credit, refund, or compensation shall be due unless explicitly stated in a separate SLA.

19.9 CLIENT COOPERATION (a) The Client shall:

- Provide access to premises, documentation, credentials, or personnel as reasonably required.
- Notify the Company of known risks, conflicts, or compliance requirements.
- Ensure all data provided is accurate, lawful, and properly licensed.

19.10 RETURNS, CANCELLATIONS, AND REFUNDS (a) Returns are accepted only by prior written agreement and must comply with the Device Return & Disposal Policy. (b) Custom orders, software licences, and bespoke configurations are non-refundable. (c) Refunds, where applicable, shall be processed within 30 days of confirmation.

19.11 WARRANTY AND DEFECTS Refer to Section 10 (Warranty & Guarantees).

19.12 EXCLUSIONS OF LIABILITY Refer to Section 6 (Limitation of Liability). The Company shall not be liable for any indirect, incidental, or consequential losses.

19.13 TERMINATION & FORCE MAJEURE (a) Either party may terminate this Agreement with cause by written notice if the other party materially breaches any of its obligations and fails to cure such breach within 14 days. (b) The Company shall not be liable for failure to fulfil obligations due to Force Majeure.

19.14 GOVERNING LAW These Conditions and all related transactions shall be governed by and construed in accordance with the laws of England and Wales. Jurisdiction lies exclusively with the courts of England and Wales.

20. CLIENT ONBOARDING DECLARATION

This declaration forms a binding annex to the contractual agreement between CoreFront Ltd (“the Company”) and the Client (“the Client”) and must be signed or acknowledged electronically as part of the service onboarding process.

20.1 ACKNOWLEDGEMENT OF POLICIES The Client acknowledges receipt of and agreement to the following policies:

- Privacy Policy
- Data Protection Policy
- Acceptable Use Policy
- Payment Policy
- Terms of Service
- Device Return & Disposal Policy
- Information Security Statement (if applicable)

20.2 ENTRA ID & IDENTITY DIRECTORY NOTICE (a) The Client understands that all user accounts created under the @corefrontconnect.com domain within Microsoft Entra ID are part of a **shared identity infrastructure**, managed solely by CoreFront Ltd. (b) Due to technical limitations, basic identity attributes such as first name and surname may be **visible to other users within the same managed directory**. (c) The Client agrees to:

- Inform CoreFront Ltd of any individuals with heightened privacy concerns (e.g., protected persons);
- Accept full responsibility for disclosing sensitive staff identities prior to onboarding;
- Indemnify CoreFront Ltd from any liability arising from non-disclosure or incidental directory exposure.

20.3 SECURITY DEFAULTS (a) All users are required to comply with Microsoft Security Defaults, including Multi-Factor Authentication (MFA). (b) These settings are enforced by default and cannot be waived without written approval from a Company director.

20.4 CLIENT REPRESENTATION AND AUTHORITY (a) The undersigned declares that they are authorised to represent the Client for the purposes of onboarding and legally binding contracts. (b) The Client affirms that all information provided during onboarding is complete, accurate, and true to the best of its knowledge.

20.5 LIABILITY AND ACCEPTANCE (a) The Client understands that CoreFront Ltd disclaims all liability for:

- The presence of undeclared protected identities;
- Misuse of shared devices or login credentials by client personnel;
- Any conflict between the operational usage of systems and the personal expectations of users. (b) The Client affirms that all relevant staff have been issued internal guidance regarding acceptable device use, credential management, and policy compliance.

20.6 RECORD OF ACCEPTANCE This declaration may be accepted by:

- Wet ink signature;
 - Electronically acknowledged onboarding form;
 - Email from a named, authorised Client contact or officer;
 - Client's first use of any provisioned service as confirmation of implied acceptance.
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21. REMOTE SUPPORT POLICY

This Remote Support Policy outlines how CoreFront Ltd ("the Company") delivers secure, traceable, and auditable remote support to its Clients. This policy forms part of the Terms of Service and shall be deemed accepted upon service onboarding.

21.1 SCOPE AND PURPOSE (a) Remote support includes any remote access, diagnostics, configuration, monitoring, or updates performed on client systems, endpoints, or infrastructure by the Company. (b) Access is conducted via secure tools such as Action1, JetKVM, or other pre-approved platforms.

21.2 CLIENT CONSENT (a) By engaging CoreFront Ltd services, the Client grants permission for remote access to applicable systems. (b) The Client is responsible for notifying end-users of intended access. It is their obligation to ensure systems are secured, screens are locked when unattended, and confidential documents are not exposed during live sessions.

21.3 SECURITY AND LOGGING (a) All remote sessions are encrypted using TLS (or equivalent security protocols). (b) Remote activity is logged for audit purposes. Session metadata may include timestamps, technician IDs, system targets, and duration. (c) CoreFront Ltd shall maintain logs in accordance with its internal retention policy.

21.4 SESSION BOUNDARIES AND CONDUCT (a) Technicians will:

- Notify the Client or user prior to initiating unscheduled support;
- Operate within a least-privilege framework;
- Avoid accessing non-essential systems, files, or content. (b) Technicians will not view, copy, or alter Client data unless required for legitimate service delivery. (c) Any sensitive material encountered during sessions shall be treated in strict confidence.

21.5 RESTRICTIONS (a) The Client may request a block or limitation on remote access to designated systems. (b) Such restrictions must be communicated in writing and may affect service resolution times.

21.6 EMERGENCY ACCESS (a) In the event of an urgent threat (e.g., ransomware, data breach, infrastructure failure), CoreFront Ltd reserves the right to initiate immediate access to affected systems for the purpose of risk

containment. (b) Notification shall be made retrospectively within a reasonable time window following containment.

21.7 RESPONSIBILITIES AND LIABILITY (a) The Client accepts full responsibility for ensuring systems are appropriately prepared prior to remote access. (b) CoreFront Ltd shall not be held liable for:

- The incidental viewing of confidential content;
- Delays caused by lack of user availability or misconfigured systems;
- Data loss due to pre-existing software, hardware, or configuration faults unrelated to the Company's work. (c) Where evidence of misuse, illegal content, or regulatory breach is identified, CoreFront Ltd reserves the right to suspend the session and escalate the matter to the appropriate authority.

21.8 ACCEPTANCE AND ENFORCEMENT Continued use of CoreFront Ltd support services shall constitute implied acceptance of this policy. The Client is responsible for informing all end-users subject to remote support of these terms.

22. SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement ("SLA") sets forth CoreFront Ltd's commitments regarding service availability, support responsiveness, and incident management for Clients receiving leased equipment and/or managed IT services. This SLA is enforceable as part of the Master Terms of Service.

22.1 SUPPORT HOURS (a) CoreFront Ltd provides support **24 hours a day, 7 days a week, 365 days a year**. (b) All support tickets are handled in the order they are received, unless the Client is subscribed to the **Platinum Service Tier**, which affords automatic prioritisation.

22.2 PRIORITY DEFINITIONS AND RESPONSE TIMES Incidents are classified as follows:

P1 – Critical Incident Definition: Total system outage, ransomware, infrastructure failure, or severe degradation preventing business continuity.

- Platinum: Response within 1 hour
- Gold: Response within 2 hours
- Silver/Bronze: Response within 4 hours

P2 – Major Disruption Definition: Substantial disruption or performance degradation that impairs operations but has a workaround.

- Platinum: Response within 1 hour
- Gold: Response within 2 hours
- Silver/Bronze: Response within 4 hours

P3 – Standard Support / Minor Issues Definition: General technical issues, user questions, feature requests, or peripheral disruptions.

- Platinum: Response within 2 hours
- Gold: Response within 4 hours
- Silver/Bronze: Response within 6–8 hours

22.3 RESPONSE AND RESOLUTION COMMITMENTS (a) CoreFront Ltd guarantees **response time** as per the definitions above. (b) Resolution times are **dependent on complexity, third-party involvement, and system access** and are not guaranteed.

22.4 EXCLUSIONS AND EXEMPTIONS This SLA does not apply to:

- Issues resulting from Client-side internet outages or ISP faults;
- Problems caused by third-party equipment or software not managed by CoreFront;
- Service interruptions arising from tampering, unauthorised access, or misuse by non-CoreFront personnel.

22.5 SUPPORT ACCESS METHODS (a) Support tickets must be submitted through the CoreFront Helpdesk Portal (“the Platform”), pre-installed as a non-removable shortcut on leased workstations and shared as part of the onboarding process for Clients using personal devices. (b) All incidents must follow the **T.E.L.L** protocol. Tickets submitted through non-sanctioned channels (including WhatsApp, text, personal email) shall be disregarded. (c) Telephone communication may be used to discuss **non-sensitive** issues. No confidential or client data may be shared verbally.

22.6 ACCESSIBILITY AND COMMUNICATION ADJUSTMENTS (a) In accordance with the Equality Act 2010, CoreFront Ltd shall make reasonable adjustments to accommodate accessibility needs, provided such adjustments do not compromise the integrity or security of the service. (b) Any deviation from standard communication practices must be:

- Agreed in writing during onboarding; or
- Formalised as a written addendum, signed by both parties acknowledging any security implications.

22.7 CLIENT MAINTENANCE DASHBOARD All Clients shall be granted access to a **Client Homepage**, linked to:

- The homepage of leased devices (as the default web start page);
- A secure client portal for those using BYOD setups. This page will display **scheduled maintenance**, important notices, and real-time operational updates.

22.8 SLA BREACHES AND LIMITATIONS (a) SLA breach shall refer only to missed **response time** obligations, excluding cases affected by third-party delays, Client non-compliance, or force majeure. (b) CoreFront Ltd does not offer service credits or automatic compensation for SLA breaches unless explicitly agreed in writing under a custom SLA. (c) Where a Client incurs costs or disruption due to failure to meet agreed response windows and this failure is directly attributable to CoreFront Ltd (excluding exempted causes), the Client may request a review of the breach. Any remedy shall be at the Company’s sole discretion and may include:

- A proportional service discount;
- A goodwill credit against future invoices;
- An extension to current service coverage period.

22.9 ENFORCEMENT AND ACCEPTANCE This SLA is deemed accepted upon onboarding. Revisions to SLA response times or tiered eligibility may be issued annually or on upgrade of service tier.

22.10 Service Continuity with Successor Parties:

Where responsibility for infrastructure or systems covered by this SLA transfers to a third party, this policy shall remain in full effect. Continued use of ticketing systems, CoreFront-deployed tools, or managed infrastructure shall constitute deemed acceptance of this SLA and its binding terms. Support obligations shall persist unless expressly renegotiated in writing by an authorised representative of CoreFront Ltd.

23. EQUALITY & ACCESSIBILITY POLICY

This Policy outlines CoreFront Ltd’s commitment to equality and the provision of accessible services in accordance with the Equality Act 2010.

23.1 GENERAL PRINCIPLES (a) CoreFront Ltd does not discriminate against any individual or organisation based on protected characteristics including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

23.2 CLIENT SUPPORT ACCESSIBILITY (a) All Clients have the right to request reasonable adjustments to support processes to ensure equal access to services. (b) Adjustments will be made where they do not compromise the confidentiality, integrity, or security of Client systems or information. (c) Requests must be made during onboarding, or via a written request from the Client's authorised representative. (d) All adjustments will be documented via formal addendum and acknowledged by both parties.

23.3 PHYSICAL & DIGITAL ACCESSIBILITY (a) CoreFront's digital platforms, websites, and helpdesk portals are reviewed periodically for accessibility compliance. (b) Where services are delivered on-site, CoreFront will work with Clients to ensure reasonable adjustments can be implemented to accommodate physical access requirements.

24. RETURNS POLICY (CLIENT-FACING)

This Policy applies to all Clients returning leased, supplied, or purchased equipment under CoreFront Ltd contracts.

24.1 RETURN ELIGIBILITY (a) Returns will only be accepted where:

- The item was supplied by CoreFront Ltd;
- The item is in the original condition with all accessories and packaging;
- Prior written authorisation is granted.

24.2 TIMEFRAME & CHARGES (a) Clients must request a return authorisation within 14 calendar days of delivery. (b) A restocking/handling fee of **20%** of the unit price may apply. (c) Returns of custom-built, licensed, or special-order equipment will not be accepted. (d) Return shipping is the Client's responsibility unless the return arises from a CoreFront error.

24.3 PROCEDURE (a) Returns must follow the process outlined by the CoreFront Helpdesk. (b) Upon acceptance, a Return Merchandise Authorisation (RMA) reference will be issued. (c) Goods returned without an RMA reference may be refused.

25. CREDIT ACCOUNT POLICY

This Policy applies to Clients wishing to engage CoreFront Ltd on credit terms.

25.1 CREDIT ELIGIBILITY (a) Credit terms are granted strictly at the discretion of CoreFront Ltd and are subject to financial due diligence. (b) The default credit period is **28 calendar days** from invoice. (c) All credit is internal; the Company procures Goods or services upfront and grants payment terms to eligible Clients.

25.2 CREDIT LIMIT & REVIEW (a) Each Client's approved credit buffer is recorded on their Client account profile and available via their Account Manager upon request. (b) Credit limits may be reviewed or revoked at any time without notice where risk, breach, or non-payment is suspected.

25.3 CREDIT APPLICATION (a) Clients seeking credit facilities may be asked to complete a Credit Application Form and provide references. (b) Submitting a credit application does not guarantee acceptance.

25.4 DEFAULT Refer to the Payment Policy (Section 18) for enforcement, interest, and debt recovery conditions associated with overdue accounts.

