

Kee Business Services Ltd / KBS Team Ltd –

Terms & Conditions Issue 5 –

Effective from 17 December 2025

These Terms & Conditions are designed to be clear, transparent and easy to understand, so you know exactly where you stand when working with Kee Business Services Ltd & KBS Team Ltd. Our aim is to take the stress out of procurement by being open and upfront at every stage.

1. About These Terms

1.1 What these terms cover

These are the terms and conditions on which Kee Business Services Ltd / KBS Team Ltd (“we”, “us”, “our”) supplies products and services to you (“Products”), including goods, services and digital content.

1.2 Business customers only

Our Products are supplied to business customers only. By placing an order or entering into a contract with us, you confirm that you are acting wholly for business purposes.

1.3 Why you should read them

Please read these terms carefully before ordering. They explain how our contract works, how charges apply, how contracts end, and what happens if something goes wrong.

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2. Information About Us

2.1 Who we are

Kee Business Services Ltd / KBS Team Ltd is a company registered in England and Wales.

Registered & Trading Address:

Kee Business Services Ltd / KBS Team Ltd
79–81 Hornby Street Bury BL9 5BN

2.2 How to contact us

Email: sian@keebusinessservices.com Telephone: 0161 820 1000

Website: www.keebusinessservices.co.uk

2.3 How we contact you

We will contact you using the email address, telephone number or postal address you provide.

3. Our Contract With You

3.1 Order acceptance

A contract starts when we issue an Order Confirmation. The contract applies only to the Products listed in that confirmation.

3.2 If we cannot accept your order

If we are unable to accept an order, we will notify you and no charges will apply.

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4. Products & Services

- 4.1 Product descriptions are provided for guidance only and do not form part of the contract.
- 4.2 Where third-party products or services are supplied, you agree to be bound by the relevant third- party terms.
- 4.3 We may make reasonable changes to Products where required by law, regulation or technical improvement.

5. Delivery, Installation & Access

- 5.1 Delivery and installation dates are estimates and not guaranteed.
- 5.2 Broadband installations are charged based on distance and installation complexity. All charges will be discussed and agreed at the point of sale.
- 5.3 If an engineer visit is missed or access is not provided as agreed, a missed appointment charges may apply. Charges vary by product



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6. Contract Term, Renewal & Rolling Rates

- 6.1 Contracts begin on the Commencement Date shown in your Order Confirmation and continue for the minimum term stated.
- 6.2 90 days' written notice is required to cancel a contract.
- 6.3 If a contract is not renewed at the end of its term, services will automatically continue on rolling monthly rates.
- 6.4 We will issue monthly reminders prior to contract end, confirming end dates and applicable rolling rates.

7. Ending the Contract

7.1 Cooling-off period

Where applicable, you have a 14-day cooling-off period. If you cancel after this period, a 25% administration fee based on the total contract value will apply.

7.2 Early termination

If you end a service before the minimum term expires, a £100 early termination fee per product or service will apply, in addition to any outstanding charges or third-party costs.



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8. Prices & Payment

- 8.1 All prices are exclusive of VAT unless stated otherwise.
- 8.2 Payment is required by Direct Debit unless otherwise agreed.
- 8.3 If a Direct Debit is not in place, a £65 non-Direct Debit charge will apply per billing period.
- 8.4 Late payments incur a £25 late payment charge.
- 8.5 If invoices remain unpaid, we may suspend services and/or refer the debt to a third-party collection agency. All recovery costs will be payable by you.
- 8.6 Any credits due are limited to a maximum of six (6) months retrospectively and will be applied to your next invoice.

9. Programming & System Changes

Any programming, configuration, integrations or system changes requested after initial setup are chargeable. All work will be quoted and agreed in advance.

10. Annual Price Increase

We review our pricing annually to reflect changes in supplier, operational, regulatory, and market conditions. With effect from 1 April each year, charges may increase by up to 10%. We will always provide reasonable prior notice of any adjustment.

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11. Suspension of Services

We may suspend services if payments are overdue, access is not provided, or if required for technical, legal or regulatory reasons.

12. Liability

We do not exclude liability for death or personal injury caused by negligence, fraud, or any matter which cannot be excluded by law. Otherwise, our liability is limited to the maximum extent permitted by law.

13. Data Protection

We process personal data in line with our Privacy Policy and applicable data protection laws.

14. General

14.1 These terms constitute the entire agreement between us.

14.2 If any part of these terms is found unlawful, the remainder will continue in full force.

14.3 English law applies, and the courts of England and Wales have exclusive jurisdiction.

Name

Signature

Job Title

Date



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