



Techmate Frome – Terms & Conditions of Service

Last updated: 11 September 2025

Techmate Frome provides technology support and tuition services to individuals and businesses. These Terms & Conditions govern all engagements with Techmate Frome, whether in-person or remote. By booking or receiving services, you agree to the following terms.

1. Scope of Services (Applies to All Clients)

- Services include but are not limited to: device troubleshooting, software support, tuition, setup assistance, and digital guidance.
- Services are delivered from a home-based setup or at client premises (home or office), as agreed.
- Techmate Frome does not sell hardware or software and is not responsible for third-party products or warranties.

2. Booking & Cancellation Policy

For Consumers:

- Appointments may be cancelled or rescheduled with **at least 24 hours' notice** at no charge.
- Cancellations within 24 hours may incur a fee of **50% of the booked session**, unless waived at Techmate Frome's discretion.
- Missed appointments without notice may be charged in full.

For Business Clients:

- Cancellations must be made with **at least 48 hours' notice**.
- Late cancellations may incur the full session fee unless otherwise agreed.
- Ongoing contracts may include bespoke cancellation terms outlined in the service agreement.

3. Client Responsibilities (Applies to All Clients)

- **Data Backup:** Clients are solely responsible for backing up all data prior to any service. Techmate Frome accepts no liability for data loss, corruption, or device failure.
- **Access & Environment:** Clients must ensure safe, uninterrupted access to the device and workspace.
- **Licensing & Legality:** Clients must ensure all software used is legally licensed. Techmate Frome will not assist with pirated or unlicensed software.

4. Payment Terms

For Consumers:

- Payment is due immediately upon completion of the session, unless otherwise agreed.
- Accepted methods: bank transfer, cash, or other agreed formats.

For Business Clients:

- Invoices are issued post-service and payable within **14 days**, unless otherwise agreed.
- Late payments may incur interest at **8% plus Bank of England base rate**, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

5. Limitation of Liability (Applies to All Clients)

- Techmate Frome shall not be liable for:
 - Loss of data, software, or hardware during or after service
 - Indirect, incidental, or consequential damages
 - Any loss arising from client failure to back up data or disclose relevant information
- Liability is limited to the total amount paid for the specific service in question.

6. Consumer Rights & Business Contracts

For Consumers:

- These terms do not affect your statutory rights under the Consumer Rights Act 2015.
- If services are not delivered with reasonable care and skill, you may be entitled to a remedy.

For Business Clients:

- Services are provided under contract law principles.
- No warranties are implied beyond those expressly stated.

7. Confidentiality & Data Protection (Applies to All Clients)

- Any personal or business information shared during service will be treated confidentially and in accordance with UK GDPR.
- Techmate Frome does not retain client data beyond what is necessary for service delivery and invoicing.

8. Amendments & Jurisdiction

- These Terms & Conditions may be updated periodically. The latest version will be available at www.techmatefrome.co.uk.
- All services are governed by the laws of England and Wales. Disputes shall be subject to the exclusive jurisdiction of the English courts.

www.techmatefrome.co.uk