# TERMS OF SERVICE

*Compton Services — Terms Governing All Services*

*Last updated: 29 May 2026*

## ■ 1. About Compton Services

**1.1** Compton Services is a sole trader business providing IT support, web design, hosting, domain registration, cloud storage, CCTV, networking, and related technology services. Based in Margate, Kent.

**1.2** Contact: info@comptonservices.co.uk | 01843 278935 | www.comptonservices.co.uk

**1.3** Compton Services is not VAT registered. All prices quoted are final and inclusive — there is no VAT to add.

**1.4** Compton Services holds Public Liability Insurance and Professional Indemnity Insurance. Details are available on request.

## ■ 2. Acceptance of Terms

**2.1** By engaging Compton Services — whether by signing a service agreement, placing an order, or using any of our services — you agree to be bound by these Terms of Service.

**2.2** These terms apply to all services including IT support, hosting, domains, cloud storage, web design, CCTV, and networking.

**2.3** Where a specific service agreement has been signed, its terms take precedence over these general Terms of Service in the event of any conflict.

**2.4** We reserve the right to update these terms at any time. The current version is available at www.comptonservices.co.uk. Continued use constitutes acceptance.

## ■ 3. Services

**3.1** Compton Services provides a range of technology services as described on our website and in our price lists. All services are subject to availability.

**3.2** We reserve the right to decline any service request at our discretion without obligation to provide a reason.

**3.3** Estimates and timescales are given in good faith. We are not liable for delays caused by factors outside our reasonable control.

**3.4** Parts, hardware, or third-party software will be quoted separately and billed at cost. A written quote will be provided for jobs likely to exceed £100.00 in labour costs.

## ■ 4. Pricing and Payment

**4.1** All prices are as set out in our current price lists at www.comptonservices.co.uk. Compton Services is not VAT registered — all prices are final and inclusive with no VAT to add.

**4.2** For ad-hoc work, payment is due upon completion. For ongoing services, invoices are issued in advance and due within 7 days.

**4.3** We accept payment by bank transfer and card. Payment details are shown on your invoice.

**4.4** In the event of non-payment, we reserve the right to suspend or terminate services and pursue recovery of outstanding amounts. For business clients, statutory interest may be charged under the Late Payment of Commercial Debts (Interest) Act 1998.

**4.5** We reserve the right to revise pricing with 30 days' written notice.

## ■ 5. Cancellation and Refunds

**5.1** Ongoing services require 30 days' written notice to cancel. Cancellation takes effect at the end of the current billing period following the notice period.

**5.2** Prepaid annual plans are non-refundable for unused months following cancellation.

**5.3** Appointment cancellations with less than 24 hours' notice may incur a fee of up to one hour's labour.

**5.4** Domain registration and renewal fees are non-refundable once processed with the registry.

**5.5** One-off setup fees are non-refundable once provisioning has commenced.

## ■ 6. Liability and Insurance

**6.1** Compton Services holds Public Liability Insurance and Professional Indemnity Insurance appropriate for the services provided. Details available on request.

**6.2** We will carry out all work with reasonable skill and care. Our liability for any claim is limited to the total value of the work carried out in connection with that claim.

**6.3** We strongly advise all clients to maintain up-to-date backups before any work is undertaken. We accept no liability for data loss where adequate backups were not in place.

**6.4** We accept no liability for: (a) loss of profits or revenue; (b) loss of data; (c) consequential or indirect losses; (d) damage caused by third-party hardware or software; (e) pre-existing faults not identified at initial assessment.

**6.5** Nothing limits our liability for death or personal injury caused by our negligence, fraud, or any liability that cannot be excluded by law.

## ■ 7. Data Protection and Privacy

**7.1** We handle all personal data in accordance with UK GDPR and the Data Protection Act 2018. Our full Privacy Policy is available at www.comptonservices.co.uk.

**7.2** We will only use your personal data to provide and manage your services, communicate with you, and comply with legal obligations.

**7.3** We will never sell your personal data to third parties.

**7.4** Remote access to your devices will only be carried out with your explicit prior consent using industry-standard secure tools.

## ■ 8. Acceptable Use

**8.1** Where Compton Services provides hosting or infrastructure services, clients must not use those services to: (a) host or distribute illegal content; (b) send spam; (c) host malware or phishing pages; (d) infringe third-party intellectual property rights.

**8.2** Compton Services reserves the right to immediately suspend any service found in breach of clause 8.1 without prior notice.

## ■ 9. Intellectual Property

**9.1** Bespoke software, websites, scripts, or documentation created specifically for a client become their property upon full payment.

**9.2** Tools, templates, and methodologies developed independently by Compton Services remain our property.

**9.3** The Compton Services name, logo, and branding may not be used without our written consent.

## ■ 10. General

**10.1** These terms are governed by the laws of England and Wales. Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

**10.2** If any provision is found unenforceable, remaining provisions continue in full force.

**10.3** These terms do not create any partnership, agency, or employment relationship between Compton Services and the client.

**10.4** We may transfer our rights and obligations to another business. We will notify you in writing if this happens.

**10.5** Failure to enforce any right does not constitute a waiver of that right.

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