

Service Agreement Policy (Version 2.1)

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Staff	Imogen Payne

1. About this policy

Evoxta Business Solutions provides business solutions, IT support, web hosting and related services.

This policy explains how we agree, deliver and manage services for business customers. It provides general information and does not, by itself, create a service agreement or guarantee a particular service level.

Your accepted quotation, Order, statement of work and any expressly agreed Service Level Agreement (“SLA”), together with our Terms and Conditions, define our contractual commitments.

2. Agreeing your services

Before services begin, we will provide a written quotation or service proposal appropriate to the work.

Depending on the service, this will explain:

- The services and deliverables included;
- Any exclusions or customer responsibilities;
- Charges, billing frequency and payment terms;
- The expected start date and delivery timescales;
- Support hours and contact arrangements;
- Any minimum term, renewal or cancellation provisions; and
- Relevant security, backup and data handling arrangements.

A service agreement is formed in accordance with our Terms and Conditions. Please review the documents and raise any queries before accepting.

3. Business solutions and project work

For consultancy, website projects and other business solutions, the agreed scope describes the work we will undertake and the intended deliverables.

Where relevant, we will agree project stages, customer dependencies, review points and acceptance criteria.

Delivery times depend on factors such as timely instructions, access, content and approvals. We will communicate material delays and discuss any resulting changes.

Requests outside the agreed scope may require a revised quotation. We will agree additional charges and material changes to timescales before carrying out that work.

4. IT support agreements

IT support arrangements depend on the package or service purchased.

Your agreement will identify the systems covered, available support channels, support hours and any response targets.

Unless expressly included, support does not provide:

- Continuous monitoring;
- Unlimited support;
- Out-of-hours or emergency attendance;
- Guaranteed resolution times; or
- Support for every device, application or third-party service.

A response target normally describes when we aim to acknowledge or begin assessing a request. It is different from a commitment to resolve the issue within that period.

Where priorities apply, we assess requests according to their impact, urgency and the agreed support arrangements.

5. Web hosting agreements

Hosting services are supplied according to the selected package and any additional services agreed.

Your agreement will define relevant resource limits and identify whether services such as email, certificates, application updates, backups, monitoring and restoration are included.

Any guaranteed availability, service credits or specific recovery commitments must be expressly stated in an SLA. General website descriptions do not create an uptime guarantee.

We may carry out maintenance to protect security, stability and performance. We will provide reasonable advance notice where practicable, although urgent work may require immediate action.

6. Customer responsibilities

To help us deliver services effectively, customers must:

- Provide accurate information and timely instructions;
- Nominate an authorised contact;
- Provide lawful and appropriate access to relevant systems;
- Maintain licences and permissions for customer-supplied materials;
- Protect account credentials;
- Complete agreed customer tasks; and
- Follow our Acceptable Use Policy.

The division of responsibility for updates, security, backups and third-party services must be clear in the individual agreement.

7. Charges and additional work

Prices, payment dates and billing periods are set out in your quotation or Order.

Recurring services may be billed in advance. Project work may require deposits or staged payments where stated in the agreement.

We will obtain approval before undertaking chargeable work outside the agreed scope.

Price changes, disputed invoices and overdue payments are handled under our Terms and Conditions and any expressly agreed customer-specific provisions.

8. Third-party services

Some services rely on third-party providers, including domain registrars, software vendors, hosting infrastructure and cloud platforms.

We will identify relevant third-party terms and responsibilities where applicable.

Supplier restrictions, licensing requirements and renewal arrangements may affect the service. Our use of third parties does not remove responsibilities we have accepted under your agreement.

9. Data protection and confidentiality

We handle personal information in accordance with applicable UK data protection law and our Privacy Policy.

Where we process personal information on your behalf, our contractual data processing terms apply. The agreement must identify the relevant processing, responsibilities and safeguards.

Both parties must protect confidential information in accordance with the applicable service terms.

Public policies do not replace the customer-specific information needed to document processing locations, approved sub-processors, retention periods and security measures.

10. Service changes

If your needs change, contact us to discuss adjusting your services.

Material changes to scope, charges or contractual commitments will be documented and agreed in accordance with your service agreement.

We may recommend changes where existing arrangements no longer meet operational or security needs. Any associated work and costs will be explained before approval.

11. Renewals and cancellation

Your agreement will state any initial term, renewal arrangements and notice requirements.

Cancellation, early termination charges and refunds are governed by the agreed service terms. Any automatic fixed-term renewal must be expressly stated in your Order.

Please send cancellation notices using the method and contact details specified in your agreement.

12. Ending services and transferring away

When services end, we will provide the return, export or deletion arrangements required by your agreement and applicable law.

Where appropriate, we can assist with transferring websites, domains or other services to another provider. Additional migration work may be chargeable where agreed beforehand.

Customers should arrange transfers and retrieve required information before the agreed retention or access periods expire.

13. Service concerns and complaints

If a service does not meet the agreed requirements, please contact us promptly with relevant details so we can investigate.

Service enquiries: clients@evoxta.com

Complaints: contact@evoxta.com

We will handle complaints in accordance with our Terms and Conditions. Any contractual remedies or service credits depend on the applicable agreement.

14. Relationship with other documents

This policy should be read alongside our:

- Terms and Conditions;
- Privacy Policy;
- Cookie Policy; and
- Acceptable Use Policy.

If this general policy differs from your binding service documents, the order of precedence in our Terms and Conditions applies.

Updates to this public policy do not, by themselves, change an existing customer agreement.