

# Terms & Conditions

**Effective Date:** 21 April 2026

**Business Name:** EvolveOne AI

**Website:** <https://evolveone.ai>

**Contact Email:** info@evolveone.ai

## 1. Introduction

These Terms & Conditions (“Terms”) govern your use of our website and services.

By accessing our website or engaging our services, you confirm that you have read, understood, and agree to be bound by these Terms.

## 2. Services

EvolveOne AI provides:

- Website design and setup
- Business systems and automation
- Ongoing support, maintenance, and optimisation (depending on plan)

All services are delivered based on the agreed scope and selected plan.

## 3. Eligibility

Our services are intended for individuals and small businesses that are actively operating or preparing to operate.

We reserve the right to decline or discontinue services where a client is not a suitable fit.

## 4. Pricing and Payment

### 4.1 Subscription Model

- Services are provided on a monthly subscription basis
- Pricing starts from the amount displayed on our website
- Payments are billed in advance and must be made on time

### 4.2 Free Website Offer

Where a website is provided with no upfront cost:

- The build is included within the ongoing subscription
- No standalone ownership is granted at the point of delivery
- Continued use of the website is conditional on an active subscription

### 4.3 Late or Missed Payments

If payment is missed:

- Services may be paused, restricted, or removed
- Access to websites, systems, or tools may be suspended
- We reserve the right to terminate services after reasonable notice

## 5. Minimum Term and Cancellation

### 5.1 Minimum Term

All services are subject to a **minimum term of 3 months** from the service start date.

During this period:

- The agreement cannot be cancelled for convenience
- Full payment for the minimum term remains due regardless of usage

### 5.2 Cancellation After Minimum Term

- Cancellation must be submitted in writing via email
- A minimum of **14 days' notice** is required prior to the next billing date
- Services will continue until the end of the billing period

### 5.3 No Refunds

- No refunds are provided for partially used billing periods
- No refunds are issued for unused time within the minimum term

## 6. Client Responsibilities

Clients agree to:

- Provide accurate and complete information
- Supply required content, approvals, and assets promptly
- Engage in communication where necessary

Delays in client input may result in delays to delivery, for which we are not responsible.

## 7. Delivery

We aim to deliver services within reasonable timeframes.

However:

- Timelines depend on project complexity and client responsiveness

## EvolveOne Privacy Policy [Updated]

- Delivery dates are not guaranteed unless explicitly agreed in writing

### 8. Intellectual Property

#### 8.1 Usage Rights

Clients are granted the right to use the website and systems while their subscription remains active.

#### 8.2 Ownership

- Ownership of underlying systems, frameworks, and builds remains with EvolveOne AI unless otherwise agreed in writing
- Ownership transfer (if offered) may be subject to additional fees or separate agreement

#### 8.3 Restrictions

Clients may not copy, replicate, resell, or redistribute any part of our work without permission.

### 9. Suspension and Termination

We may suspend or terminate services where:

- Payments are not made
- These Terms are breached
- Behaviour is abusive, inappropriate, or unreasonable

Where possible, reasonable notice will be provided.

### 10. Limitation of Liability

To the fullest extent permitted by law:

- We are not liable for indirect, incidental, or consequential losses
- We do not guarantee specific business outcomes (including revenue, leads, or conversions)
- Our total liability is limited to the amount paid by the client in the preceding 3 months

### 11. Service Availability

We aim to provide reliable and consistent services. However:

- We do not guarantee uninterrupted or error-free operation
- Services may be affected by third-party providers or technical issues outside our control

## 12. Third-Party Services

Our services may involve third-party tools or platforms.

We are not responsible for:

- Changes in third-party pricing
- Downtime, errors, or service interruptions
- Policies or actions of third-party providers

## 13. Data Protection

We process personal data in accordance with our Privacy Policy.

Clients are responsible for ensuring they have the necessary rights and permissions for any data they provide.

## 14. Changes to Services or Pricing

We reserve the right to update services, features, or pricing at any time.

Where changes materially affect existing clients, reasonable notice will be provided.

## 15. Governing Law

These Terms are governed by the laws of **England and Wales**.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 16. Contact

For any queries regarding these Terms:

**EvolveOne AI**

Email: [info@evolveone.ai](mailto:info@evolveone.ai)