

Terms & Conditions

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Document Approval

Name	Job Title	Date
Mohammed Hadi	CEO	01/01/2026

Document Peer Review

Name	Job Title	Date
Nozom Uddin	Operations Director	01/01/2026
Muntaha Begum	Operations Manager	01/01/2026

Document Control

Review Interval
As required

Amendment Record

Version	Date	Action By	Description
1.0	01/01/2026	Mohammed Hadi	Original Version

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1. Summary

1.1 Terms & Conditions of Business

- **Version No:** 1.0
- **Last Update:** 01/01/2026

1.2 Changes to These Terms

- We may revise these Terms from time to time. When we do, we will post the updated version on our website and update the effective date.
- If the changes are material, we will take reasonable steps to notify you, such as by posting a notice on the website or contacting you directly.
- Continued use of our website or services after the effective date of the revised Terms constitutes acceptance of the updated Terms.
- These website terms do not override any separately signed agreement unless explicitly stated.

2. Definitions

- **Client:** The entity purchasing Services from Voktis IT Consultants L.L.C.
- **Services:** The services described in any Proposal, SOW, Order, or Service Description.
- **Managed Services:** Ongoing IT support/monitoring/management services as set out herein.
- **Third Party Services/Software:** Products or services supplied by third parties (including vendors and carriers).
- **SOW:** Statement of Work.
- **Proposal/Offer:** Commercial and technical proposal issued by Voktis IT Consultants L.L.C.
- **Confidential Information:** Non-public information disclosed by either party.
- **Business Day / Hours:** Monday–Friday, 09:00–18:00 local time, excluding public holidays.
- **SLA:** Service Level Agreement(s) stated in these Terms, a Proposal, or SOW.
- **Change Request:** A written variation to scope, deliverables, or assumptions.

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3. Voktis Terms

These Terms apply to all Proposals, SOWs, Orders, and Services. In case of conflict, the order of precedence is: (1) signed SOW, (2) Proposal/Offer, (3) these Terms.

4. Proposal and Offers

Proposals are valid for **7 days** unless otherwise stated. Pricing excludes taxes (VAT) unless specified. Acceptance occurs upon written confirmation, signature, issuance of a PO, or commencement of Services at Client's request.

5. Assignment and Terms of Engagement

Engagement begins upon acceptance and continues per the specified term. Neither party may assign or transfer its rights or obligations without prior written consent, except to an affiliate or as part of a merger or sale of substantially all assets.

6. Risk and Title (Insurance)

Title to hardware passes to Client on full payment. Risk passes upon delivery to Client's site or carrier handoff. Voktis IT Consultants L.L.C maintains appropriate business insurance [public liability/professional indemnity/cyber] during the engagement; evidence available upon request.

7. Charges and Payments

Fees comprise setup, recurring, usage based, and time & materials as per Proposal/SOW.

- For IT Support SLAs, payments are collected on the 1st of each month via Direct Debit or Standing Order.
- For all other services, invoices are due **14 days** from date of invoice via Direct Debit / Standing Order, unless otherwise agreed.
- Late payments accrue a penalty at **5% per month** above base rate and may result in suspension.

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8. Calculation of Chargeable Time

Time & materials are charged in **hourly or daily** rates. Calculation of engineer's time may include:

- Preparation prior to visiting a client
- Travelling to and from the office at which the engineer is normally based and the Client's premises or elsewhere in connection with the task.
- Research, drafting, writing, review etc including internal planning, checking and review by the engineer(s) directly working on the project and their manager or a director (if different).

9. Confidentiality

Each party will keep Confidential Information secure and use it only for the engagement.

Exclusions include information that is public, independently developed, or disclosed under legal compulsion. Obligations are for **3 years** post termination.

10. Limitation of Liability

Voktis IT Consultants L.L.C's aggregate liability arising from the Services is limited to the **fees paid** for the **12 months** preceding the claim. Voktis IT Consultants L.L.C excludes liability for loss of profits, revenue, savings, data, goodwill, or indirect/consequential loss. Nothing limits liability for death or personal injury caused by negligence, fraud, or wilful misconduct.

11. Data Protection

Each party will comply with applicable data protection laws (e.g., UAE PDPL and UK GDPR).

Voktis IT Consultants L.L.C acts as **Processor** where processing Client Personal Data under Client's instructions, and as **Controller** for its own business data. A Data Processing Addendum (DPA) applies where required.

12. Termination

- **IT SLA:** Client may terminate the IT Support SLA by giving 180 days' written notice and paying all amounts due for the notice period. Voktis IT Consultants L.L.C may terminate the IT Support SLA by giving 30 days' written notice.
- **Insolvency:** Either party may terminate immediately if the other becomes insolvent or ceases business.
- **Payments on Termination:** Client shall pay for all work performed up to termination and any committed costs.

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- **Transition Assistance:** Voktis IT Consultants L.L.C will provide reasonable transition assistance at its standard rates.

13. Recruitment

Client agrees not to solicit or hire Voktis IT Consultants L.L.C personnel engaged on the contract during the term and **12 months** thereafter, except via mutual written consent. If breached, a fee equal to **25%** of annual remuneration is due.

14. Services

Services are described in the Proposal/SOW. Assumptions, dependencies, and Client responsibilities form part of scope. Changes require a Change Request and may adjust fees/timelines.

15. Support and Maintenance Services

Support includes incident handling, service requests, and maintenance tasks as per the SLA. Maintenance may involve patching, updates, and vendor-recommended changes.

16. Installation and Delivery Services

Voktis will install and deliver hardware/software per SOW. Client must provide timely access, approvals, and prerequisites (e.g., power, rack space, network ports). Delays caused by Client may incur extra charges.

17. Voktis' References to Clients

Client grants Voktis IT Consultants L.L.C the right to list Client's name and logo as a customer and to describe high level outcomes, subject to confidentiality and any written restrictions.

18. Warranty

Voktis IT Consultants L.L.C warrants Services will be performed with reasonable skill and care. Hardware/software warranties are as provided by the manufacturer/vendor. Voktis IT Consultants L.L.C does not warrant third party products.

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19. Managed Services

19.1 Microsoft 365

Licences are billed per seat per month on a monthly basis. Tenant administration is provided per SOW. Microsoft service availability and roadmap changes are outside Voktis IT Consultants L.L.C's control.

19.2 Mobile Device Management (MDM)

Enrolment, policies, and compliance baselines are defined in SOW. Device ownership (BYOD vs. corporate) and privacy notices are Client responsibilities unless agreed.

19.3 Security

Security services (AV/EDR, SIEM, MFA, vulnerability scans) are delivered as specified. No security service guarantees absolute protection. Client must implement recommended controls and promptly remediate findings.

20. Third Party Services & Software

Third party terms govern those products. Availability, updates, licensing audits, and end of life decisions are controlled by the vendor. Client agrees to adhere to all applicable licensing terms.

21. Shared Internet

Where internet is shared, throughput and latency may vary. Voktis IT Consultants L.L.C is not liable for degradation caused by upstream providers, peering, or Client's own network utilisation.

22. Whole Agreement

These Terms, together with any Proposal/SOW/Order, constitute the entire agreement and supersede prior discussions. No reliance is placed on statements not included herein.

23. Complaints Procedure

Please submit complaints to your Account Manager via email. Voktis IT Consultants L.L.C will acknowledge within **2 Business Days** and aim to resolve or provide a plan within **10 Business Days**.

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24. Change of Address, Notices and General Provisions

Notices must be in writing and sent to the registered addresses or emails listed in the Proposal/SOW. Notices are deemed received: **(a)** 2 Business Days after posting, **(b)** same day for confirmed email during Business Hours.

25. Proper Law and Jurisdiction

This Agreement is governed by the laws of the **UAE**, and the parties submit to the exclusive jurisdiction of the courts of the **UAE**.

26. Status of Voktis

Voktis IT Consultants L.L.C is the sole contracting party for all Services provided under this Agreement. Voktis IT Consultants L.L.C may use group resources, affiliates, partners, or subcontractors in the delivery of the Services; however, such involvement does not create any contractual relationship between the Client and any third party unless expressly agreed in writing. All obligations, responsibilities, and liabilities relating to the Services rest solely with Voktis IT Consultants L.L.C.

27. Subcontracting

Voktis IT Consultants L.L.C may use subcontractors and affiliates; Voktis IT Consultants L.L.C remains responsible for delivery and for ensuring subcontractors comply with confidentiality and data protection obligations.

28. Setoff

Client may not setoff any amounts owed to Voktis IT Consultants L.L.C against any claims without Voktis IT Consultants L.L.C's prior written consent.

29. Mediation

If a dispute arises, the parties will seek resolution via senior representatives.

30. Amendment and Waiver

Changes must be in writing and signed by both parties. No waiver of any breach constitutes a waiver of subsequent breaches.

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31. Disputed Invoices

Client must notify Voktis IT Consultants L.L.C of any invoice dispute within **10 Business Days** of receipt, identifying the disputed amount and reason. Undisputed amounts remain payable by the due date.

32. Duration & Renewals

Managed Services terms are **12/24/36 months** unless otherwise stated. Unless cancelled by giving **90 days'** written notice prior to end of term, the agreement(s) shall automatically renew. Failure to renew at the agreed renewal rate will result in continuation of services at the prevailing higher rate. Termination of any contracts, including third party agreements is the responsibility of the Client.

33. Suspension

Voktis IT Consultants L.L.C may suspend Services for nonpayment, material breach, security risk, or legal requirement, after giving reasonable notice where practicable. Fees continue to accrue during suspension where caused by Client default.

34. Support

Scope: Incident resolution, service requests, and standard administration for covered systems/users.

Exclusions: Development, bespoke integrations, unsupported OS/hardware, training, facilities cabling, or tasks outside SOW (available at T&M rates).

34.1 Software

Support covers vendor supported versions and patches. End of life software may be excluded or charged at T&M with best efforts only.

34.2 Hardware

Covered devices are listed in the asset register. Warranty repairs are per manufacturer processes. Spares/replacements are chargeable unless otherwise stated.

34.3 Users

User support includes incidents and requests related to covered services (e.g., M365, VoIP, endpoints) per SLA.

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34.4 Raising Support Requests

Requests are raised via **support portal**, **support email**, or **phone**. Priority assignment requires impact/urgency information from Client.

35. SLAs

Service Level Agreements:

- **Critical:** Response within **1 hour**, target resolution within **1 working day**.
- **High:** Response within **2 hours**, target resolution within **2 working days**.
- **Medium:** Response within **4 Hours**, target resolution within **5 working days**.
- **Low:** Response within **8 Hours**, target resolution within **10 working days**.

36. Bribery & Corruption

Both parties shall comply with the UAE bribery laws and maintain adequate procedures to prevent bribery. No facilitation payments or improper advantages may be offered or accepted.

37. Approvals and Authorities

Client will nominate authorised contacts for approvals, access, change requests, and security decisions. Voktis IT Consultants L.L.C may rely on instructions from such authorised contacts.

38. Hours of Operation

Standard Hours: **Mon–Fri, 09:00–18:00** local time, excluding public holidays. Out-of-Hours support is available as an add-on.

39. Site Visits

Onsite work must be scheduled in advance. Client must provide safe access and comply with health & safety requirements. Missed appointments or aborted visits may incur charges.

40. Installation

Preinstallation requirements (e.g., rack space, power, network) must be completed by Client unless otherwise agreed. Changes discovered on site may trigger a Change Request.

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41. Installation Signoff

Upon completion, Voktis IT Consultants L.L.C will provide a completion report or checklist via our ticketing system. Client signoff (or use in production for 5 Business Days without objection) constitutes acceptance.

42. Maintenance

Planned maintenance windows will be notified in advance. Emergency maintenance may occur without prior notice where necessary to protect service integrity or security.

43. Professional Conduct

Voktis IT Consultants L.L.C personnel will act professionally, comply with Client site rules, and maintain appropriate identification and confidentiality at all times.

44. Non-Solicitation

See Section 13. This clause applies to agency or contractor introductions facilitated by Voktis IT Consultants L.L.C unless otherwise agreed.

45. Intellectual Property

Preexisting IP remains the property of the originating party. Deliverables created by Voktis IT Consultants L.L.C are licensed to Client for internal use unless otherwise stated. Third-party licences are subject to vendor terms.

46. Indemnity

Client indemnifies Voktis IT Consultants L.L.C against claims arising from Client provided data, misuse, or unlawful content. Voktis IT Consultants L.L.C indemnifies Client against claims that Voktis IT Consultants L.L.C's Services infringe third party IP, excluding Client content or instructions.

47. Force Majeure

Neither party is liable for delays or failures due to events beyond reasonable control (e.g., natural disasters, war, strikes, utility failures, vendor outages). Affected obligations are suspended for the duration.

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48. Wording, Definitions, Interpretation

Headings are for convenience only. “Including” means “including without limitation.” Invalid provisions are severed without affecting the remainder. The parties are independent contractors.

49. CPI Rates

Prices may be increased annually with effect from the anniversary of the contract start date. Any such increase shall be limited to the percentage increase (if any) in the Consumer Prices Index (CPI) published by the Federal Competitiveness and Statistics Centre (FCSC) over the preceding 12-month period.

The CPI figure used shall be the most recently published CPI index available at the time the increase is applied. Where the CPI is replaced or rebased, an equivalent index shall be used.

We will give no less than 30 days’ written notice of any price increase before it takes effect.

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