

Terms and Conditions of Service

These Terms and Conditions of Service are copyrighted to Capital Office Limited whose registered office is situated at Kemp House, 152-160 City Road, London, EC1V 2NX. This company is registered at Companies House under company registration number 6294297.

Capital Office Limited own and operate the website www.yourvirtualofficelondon.co.uk. By using this website you hereby acknowledge that you have read, fully understood and agree to be bound to these Terms and Conditions of Service together with all applicable laws and regulations which are construed in accordance with English law and operate in addition to your statutory rights.

Should you not agree to be bound by these Terms and Conditions of Service then you must refrain from using the site.

We will endeavor at all times to maintain the information contained on our website and keep it as up-to-date and as accurate as possible but do not guarantee that information is wholly complete, reliable or free from errors. Use of our website is entirely at your own risk and we will not be held responsible for any loss of data, lost profits or any other related damages resulting from your use of our site. Furthermore, we reserve the right to change or amend these Terms and Conditions of Service at any time and without giving any prior notice to you. We therefore suggest that you refer to the terms and conditions on a periodical basis. By using the site once we have posted any such changes, you agree to accept those changes. If any of our terms shall be deemed invalid or unenforceable then that determination shall not affect the rest of these Terms and Conditions of Service.

Site Content

All materials contained on our website, including (but not restricted to) images, data, illustrations, designs, photographs and all other such material are owned exclusively by Capital Office Limited and should not be used or published elsewhere without our express written consent.

Information provided on our website is completely free of charge but is for information purposes only. You may view and print a copy of website content for your personal use only but may not alter the content thereof in any way whatsoever. Any rights, title and interest in our website content is not automatically transferred to you by copying or downloading any of our material, nor do we deem the information provided therein to be free from errors.

Failure to comply with this request may result in prosecution, at our sole discretion and we therefore reserve the right to disclose any material which may give rise to criminal liability such as your name, email address or any other related information for this express purpose.

Should we choose to include links to third party sites on our website then these will not be controlled or managed by us; nor do they represent any endorsement of the site or service.

General provisions

In these Terms and Conditions of Service, “the Company” and “the Provider” shall mean Capital Office Limited. “The Customer” and “the Subscriber” shall mean any company, firm, organization or private individual trading with the Company in accordance with these terms and any other terms of business expressly agreed between us.

Limitations of Liability

Our website and all its contents are provided by us without any representation or warranty of any kind whether express or implied in nature.

Capital Office Limited expressly disclaims all express and implied warranties including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement.

Capital Office Limited will not, under any circumstance, be liable to any third party for any direct or indirect damage of any kind. This includes (but is not limited to) any loss of data, income or any other damages of any kind whatsoever arising from use of this website.

Indemnification

You hereby agree to indemnify Capital Office Limited from any third party claim, action, loss or damages, arising out of or relating to your violation of these Terms and Conditions of Service.

Capital Office Limited reserves the right to seek all remedies available at law and in equity for any violation of these Terms and Condition of Service including, but not limited to, the right to block or restrict access to its site.

Our Privacy Policy

Please review our Privacy Policy since this also governs your visit to our website and is incorporated into the Terms and Conditions of Business. To access this Policy, please click [here](#).

Agreement

An Agreement shall continue from a given period start to period end, unless you have failed to pay any advance fees due. In these circumstances the service will be terminated without notice. Otherwise an agreement may be cancelled by either party and at any time provided that 30 clear days’ notice is given in writing.

Service Provision

We will at all times take reasonable and practicable steps to ensure the accurate and efficient dealing with all communications received on your behalf and that mail is handled in accordance with your specific instructions. These should be clearly detailed on your application form. However, no warranty or liability is accepted by us, our staff or agents in relation to services provided, nor for any losses or damages suffered by you which shall include money, valuables or loss of business, however so caused.

London Address Service

Should you wish us to include an extra business or personal name for the purpose of receiving emails then this will incur an additional £5.00 (Five Pounds) per name, per month.

You hereby agree not to circumvent, interfere with, tamper or re-direct any mail whatsoever which contains the address Kemp House, 152-160 City Road, London, EC1V 2NS or any part thereof. Failure to comply with this condition will automatically constitute grounds for immediate termination of all or any services provided to you.

Any arrangements made for routine posting or faxing of messages and/or mail is done so entirely at your own risk. We will not accept liability or responsibility for non-delivery of messages and/or mail.

You shall notify us, in writing, of any change of address or contact details at the soonest opportunity. We reserve the right to suspend or terminate your service if we are unable to contact you in an appropriate manner. We will not be held responsible for any mail sent to a previous address. If you hold more than one service with us, you need to advise us in writing the name of all accounts that need to be updated.

You are entitled to print the mailing address and/or telephone number on all stationery or other products only during the term of our agreement.

You agree that you will not use the service for any illegal or illegitimate purposes, and that such uses will constitute grounds for immediate termination of services by us. You also agree to provide us with an acceptable form of ID under any current or future Money Laundering Regulations.

We will make every reasonable effort to ensure accurate and expeditious handling of mail and/or messages, but no responsibility shall attach to Capital Office Limited or its employees, agents or officers for any damages, injuries or loss howsoever arising or to whomsoever caused.

We will also take all reasonable steps to ensure accurate and efficient dealing with all communications received on your behalf and that mail is handled in accordance with your instructions. However, no warranty or liability is accepted by us, our staff or agents in relation to services provided, nor for losses or damages caused to you.

Capital Office Limited do not allow MLR registrations with any of our address services.

Registered Office Address

You understand and agree that any mail other than statutory mail from HMRC and Companies House will be returned to sender unless you have also purchased a London Office Address service which is current and active.

Directors Service Address

You understand and agree that the Directors Service address is not a post receiving service and is to be used only for the purpose of updating Director Information at Companies House.

Call Forwarding & Mail Forwarding Deposits

If you choose to have mail or calls forwarded then we will request an appropriate deposit to cover the cost. This fee is non-refundable but may be transferred to a similar service at our sole discretion. You may phone in or call for messages and request the number of items of mail held in your Mail Box provided that you use the telephone numbers issued to you by us for that specific purpose.

Our Policy on parcels and large letters

All mail and/or deliveries are taken in entirely at your own risk and we will accept no liability or responsibility whatsoever for any losses, shortages or damages howsoever caused

We require 48 hours' notice if you are expecting a large letter or parcel. Please email post@capital-office.co.uk with details of your delivery as soon as these are known to you.

When a large letter or parcel arrives we will notify you by e-mail and require collection within 48 hours.

Should you require us to arrange a courier on your behalf there will be an administration fee of £12.50 which will be added to the courier's fee and this needs to be paid in advance of collection.

For parcels up to 45x35x16cm and weighing no heavier than 3kg, we will store these free of charge for 48 hours but will then make a small charge of £2.50 a day for storage.

For parcels between 45x35x16cm and no heavier than 3kg and 61x46x46 and no heavier than 10kg, we will store these free of charge for 48 hours but will then make a small charge of £4.50 a day.

We do not accept any parcels over 61x46x46cm or weighing heavier than 10kg.

If we are not made aware of your delivery then we remain at liberty to refuse your parcel.

If you have not collected your parcel/s within 10 working days we reserve the right to dispose of them.

Fair Usage Policy

Our Fair Usage Policy sets out the terms between you and us under which you may use the phone answering service we provide. Your use of the phone answering service means that you accept and agree to abide by all the policies in this Fair Usage Policy, which supplement our terms and conditions of sale.

If during any monthly billing period you exceed the terms specified within our Fair Usage Policy then we may terminate your service immediately or, at our sole discretion if we consider it appropriate, we may suspend your service and offer you an alternative call plan applicable to your usage. If having offered you an alternative you do not agree to move to the

new call plan we reserve the right to terminate your service immediately. Termination charges apply.

Your account may be deemed to exceed our Fair Usage Policy If the volume of calls use more than 5% (Five Percent) of our staff's handling capability. There are numerous activities that could cause such problems which include (but are not limited to) marketing campaigns, complaint diversions, call diverts and other similar reasons.

Cancellation

Cancellations must be made in writing giving 30 clear days' notice.

In the event you cancel your service prior to the expiry date of the contract, then we are entitled to charge a handling fee which is calculated pro rata in accordance with the initial work done, or length of time remaining. This will be charged at the monthly rate irrespective of the length of time of the original contract. In addition to this, an early cancellation fee will be charged at our sole discretion.

Identification, Confidentiality and Privacy

When you purchase services from us your acceptance of these Terms and Conditions of Service mean you are granting us authorization to undertake an online credit search with Experian, or any other related credit search. This is for the purpose of verifying your identity to help us comply with money laundering and 'know your customer' regulations. To do this, you agree to provide us with one photo identification (either a driving license, national ID or passport) and one proof of address (to be dated within the last three months from an official source such as a bank statement, utility bill or tax statement). In the event that you fail to provide such documentation to us within 30 days then we reserve the right to cancel the contract without refund of any monies paid to us. One photographic identification; which can be a driving license, national id or passport.

Identification can be provided to us in two ways:

A) Bring in person the two requested original identification documents into our office in London. A staff member will then check the documents and sign and date this to verify the identification.

B) Have the identification certified by a professional person who is not already a friend or a relative of the applicant for example an accountant, solicitor, civil servant etc.

The certifier will also need to sign, date and print their name in full on each copied document. They will also need provide their business contact details including address and telephone number.

Storage of your personal data

All data is secured on our internal database and is kept secure using encryptions, once your documents have been put on our system all paper copies are shredded by a private shredding company in line with the data protection act. We will never disclose your details

unless ordered to by a court summons or through the data protection legislation for fraud and money laundering purposes.

Feedback and any other suggestions

Capital Office Limited take customer satisfaction very seriously and welcome feedback or any other suggestions relating to its website. All personal data provided to us will be managed in accordance with our Privacy Policy.