



Terms and Conditions

Refresh Technology Group Ltd

Website: www.refreshtechnologygroup.co.uk

Last updated: 26 August 2026

1. Introduction

These Terms and Conditions ("Terms") apply to your use of the Refresh Technology Group Ltd website, www.refreshtechnologygroup.co.uk, and to the provision of services by Refresh Technology Group Ltd ("Refresh Technology Group", "we", "us" or "our").

By using our website, submitting an enquiry, completing our Business Clarity Configurator, requesting a Clarity Review, or purchasing or using our services, you agree to these Terms.

If you do not agree with these Terms, please do not use our website or services.

These Terms should be read alongside our **Privacy Policy** and **Cookie Policy**.

2. About Refresh Technology Group

Refresh Technology Group Ltd is a technology consultancy and solutions provider helping businesses review, improve and manage areas including:

- Connectivity
- Business communications
- Security
- Cloud backup
- Smart technology
- Utilities

We work with a range of specialist suppliers and technology partners to identify and provide solutions that may be suitable for your business.

Company: Refresh Technology Group Ltd

Company number: 17048167

Registered office: 133 Stoneleigh Avenue, Enfield, London EN1 4HH

Website: www.refreshtechnologygroup.co.uk

Email: info@refreshtechnologygroup.co.uk

Telephone: +44 (0) 7985 151 784

3. Use of Our Website

You may use our website for lawful business and personal purposes only.

You must not:

- Use the website for any unlawful purpose
- Attempt to gain unauthorised access to our website or systems
- Introduce viruses, malware or other harmful material
- Attempt to interfere with the operation or security of the website
- Copy, reproduce or redistribute our content without permission
- Use our website to misrepresent your identity or relationship with Refresh Technology Group
- Use automated systems to extract or collect information from the website without our permission

We reserve the right to restrict or suspend access to our website where we reasonably believe these Terms have been breached.

4. Business Clarity Configurator

Our Business Clarity Configurator is designed to help businesses identify potential areas for improvement.

The configurator may ask questions relating to your business, current technology arrangements, suppliers, services and areas you would like to improve.

Based on the information you provide, we may produce a recommendation.

The recommendation:

- Is based on the information you provide
- Is intended as an initial indication of potential areas for improvement
- Is not a formal quotation
- Is not a technical specification
- Does not constitute a contractual offer
- Does not guarantee a particular saving, performance improvement or outcome
- May need to be reviewed by a member of the Refresh Technology Group team

You are not required to purchase any service as a result of using the configurator.

5. Clarity Reviews

A Clarity Review is intended to help us understand your business, existing technology arrangements and areas where you may wish to improve.

A Clarity Review does not automatically create a contract or obligation to purchase services.

Any recommendations, proposals or quotations provided following a Clarity Review will be subject to further discussion and, where applicable, separate written terms.

6. Quotes and Proposals

Where we provide a quotation, proposal or recommendation:

- It will be based on the information available to us at the time
- Pricing may be subject to supplier availability and changes
- Third-party supplier charges may change
- Additional requirements identified during implementation may affect the final price
- A quotation is valid only for the period stated on the quotation
- A quotation does not constitute acceptance of an order unless expressly stated otherwise

No service will be considered ordered until the relevant proposal, order or agreement has been accepted in accordance with the applicable terms.

7. Services Provided by Third Parties

Some products and services recommended, arranged or supplied by Refresh Technology Group may be delivered by third-party suppliers.

These may include connectivity, telecommunications, cloud, security, backup, payment, utilities and other technology services.

Where a third-party supplier is responsible for delivering a service, that supplier may have its own:

- Terms and conditions
- Service level agreements
- Acceptable use policies
- Privacy policies
- Cancellation provisions
- Installation requirements
- Fault management procedures

Where applicable, those supplier terms will also apply to the relevant service.

Refresh Technology Group will not be responsible for matters that are solely within the control of a third-party supplier, although we will use reasonable efforts to assist with communication and service management.

8. Availability and Service Performance

We will use reasonable efforts to provide services as agreed.

However, availability and performance of certain services may depend on third-party networks, suppliers, infrastructure, geographic coverage, technical limitations, installation requirements, maintenance or circumstances outside our reasonable control.

We cannot guarantee uninterrupted availability of third-party services unless a specific service level or guarantee has been expressly agreed in writing.

9. Installation and Access

Where installation or technical work is required, you agree to provide

reasonable access to your premises, equipment, systems and relevant personnel where necessary.

You are responsible for:

- Providing accurate information
- Providing appropriate access
- Obtaining necessary permissions
- Ensuring suitable power and physical infrastructure where required
- Advising us of any relevant site restrictions or risks
- Providing access to equipment or systems where authorised and necessary

Delays caused by circumstances outside our reasonable control may affect installation or delivery times.

10. Customer Responsibilities

You are responsible for providing accurate and complete information to us.

You must notify us if any information relevant to the services changes.

You are also responsible for:

- Keeping account and access information secure
- Maintaining appropriate internal security procedures
- Using services in accordance with applicable laws and supplier requirements
- Following reasonable technical or security guidance provided to you
- Maintaining appropriate backups where responsibility for backups remains with you

We are not responsible for problems caused by inaccurate information, unauthorised changes, misuse or failure to follow reasonable instructions.

11. Payments and Charges

Unless otherwise agreed in writing, charges for our services are payable in accordance with the payment terms stated in the relevant quotation, proposal, order or agreement.

You agree to pay all charges due by the applicable payment date.

Where payments are overdue, we may, subject to the relevant agreement and applicable law:

- Contact you regarding the outstanding balance
- Charge interest or compensation where legally permitted
- Suspend relevant services
- Recover reasonable costs associated with recovering unpaid amounts

Any suspension of third-party services may also be subject to the relevant supplier's terms.

12. Recurring Services

Where you purchase a recurring service, the applicable contract period, renewal arrangements, notice period and cancellation terms will be stated in the relevant service agreement or order.

Recurring services may include, where applicable:

- Connectivity
- Communications
- Security
- Cloud backup
- Support
- Management services
- Other subscription-based services

Where a third-party supplier provides the underlying service, the supplier's applicable contract and cancellation terms may also apply.

13. Cancellation and Termination

Cancellation rights will depend on the specific service and agreement.

Where a service is subject to a minimum contract period or notice period, you may remain responsible for charges due under that agreement following cancellation.

If you wish to cancel a service, please contact us using the details provided in your agreement or on our website.

We may terminate or suspend a service where:

- You materially breach the applicable agreement

- Payments remain overdue
- The service is discontinued by the relevant supplier
- Continuing to provide the service would be unlawful
- Circumstances outside our reasonable control make continued provision impossible

Nothing in these Terms affects any statutory rights you may have.

14. Intellectual Property

Unless otherwise stated, all content on our website is owned by or licensed to Refresh Technology Group Ltd.

This includes:

- Text
- Logos
- Branding
- Graphics
- Images
- Website designs
- Documents
- Configurator content
- Recommendations and materials created by us

You may view and use website content for your own legitimate business purposes.

You must not reproduce, modify, distribute, sell or commercially exploit our content without our prior written permission.

15. Confidentiality

Where you provide confidential business or technical information to us, we will take reasonable steps to keep that information confidential and use it only for legitimate business purposes.

You should not provide information that you are not authorised to disclose.

Where a separate confidentiality or non-disclosure agreement applies, that agreement will take precedence over this section where there is a conflict.

16. Data Protection

We process personal information in accordance with applicable UK data protection legislation.

For information about how we collect, use, store and protect personal information, please see our **Privacy Policy**.

Our website may also use cookies and similar technologies. Further information is provided in our **Cookie Policy**.

17. Website Information and Recommendations

We aim to ensure that information published on our website is accurate and up to date.

However, information may occasionally contain errors, omissions or outdated information.

We reserve the right to change website content, services, features, specifications and availability without notice.

Information on our website should not be relied upon as professional, financial, legal, technical or regulatory advice.

Where you require specific advice, we recommend discussing your requirements directly with Refresh Technology Group or an appropriately qualified professional.

18. Links to Third-Party Websites

Our website may contain links to websites operated by third parties.

These links are provided for convenience and information.

We do not control third-party websites and are not responsible for their content, availability, security or privacy practices.

19. Limitation of Liability

Nothing in these Terms excludes or limits liability where doing so would be unlawful.

Subject to this, Refresh Technology Group will not be liable for:

- Losses caused by circumstances outside our reasonable control
- Losses caused by third-party suppliers or networks
- Loss of data where appropriate backup arrangements have not been maintained
- Indirect or consequential losses
- Loss of anticipated savings or business opportunities
- Loss of profits, revenue or goodwill where permitted by law

Where services are provided under a separate written agreement, the liability provisions within that agreement will apply.

Nothing in these Terms affects your statutory rights.

20. Events Outside Our Reasonable Control

We will not be responsible for delay or failure to perform our obligations where this results from circumstances outside our reasonable control.

These circumstances may include:

- Network failures
- Supplier failures
- Power failures
- Internet outages
- Severe weather
- Fire
- Flood
- Industrial disputes
- Government action
- Cyber incidents
- Acts of terrorism
- War
- Natural disasters
- Other events beyond our reasonable control

Where possible, we will take reasonable steps to minimise the impact and keep affected customers informed.

21. Complaints

We want to resolve concerns quickly and fairly.

If you have a complaint about our services, please contact us:

Email: info@refreshtechgroup.co.uk

Telephone: +44 (0) 7985 151 784

Please provide as much relevant information as possible so that we can investigate the matter.

Where a complaint relates to a third-party service, we may need to involve the relevant supplier in resolving the issue.

Further information about our complaints process is available in our **Complaints Policy**.

22. Changes to These Terms

We may update these Terms from time to time to reflect:

- Changes to our business
- Changes to our services
- Changes to technology
- Changes to supplier arrangements
- Changes to legal or regulatory requirements

The latest version will be published on our website with the relevant **“Last updated”** date.

Where a separate contract applies to a service, the terms of that contract will take precedence where there is a conflict.

23. Governing Law

These Terms and any dispute or claim arising from them are governed by the laws of **England and Wales**.

The courts of **England and Wales** will have jurisdiction, subject to any rights you may have under applicable law.

24. Contact Us

If you have any questions about these Terms and Conditions, please contact us.

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Business Clarity. Better Technology. Better Business.