



Dark Web Monitoring Terms and Conditions

This document outlines the terms and conditions of the Dark Web Monitoring Service (referred to in this document as ‘the service’) supplied by Resolve. This service is provided under the following terms and conditions:

Invoicing

- Resolve IT Solutions Ltd (“Resolve”) will bill my organisation for the Dark Web Monitoring service I have requested on a rolling monthly basis;
- My organisation will be invoiced on a monthly basis, in advance, for the service that I have requested from Resolve, and my organisation agrees to pay any invoices within 30 days of the invoice date;
- My organisation agreed to pay for the service against the requested domain names

Additional Domains

- My organisation can add additional domains at any time by contacting Resolve, and will be charged from the start of the month in which I request them;

Cancellations

- My organisation can cancel licences at any time, with notice to be provided to Resolve via email;
- Where notice is given before 3pm, on a Working Day (which is Monday -Friday, excluding bank holidays) Resolve will cancel the service on the same day that the request is submitted. Otherwise, the service will be cancelled on the following Working Day;
- Should my organisation cancel the service, my organisation accepts that any data and services provided as part of this service will be cancelled and removed
- The service is billed on a monthly basis for the full month ahead and part-refunds will not be issued where the service is cancelled midway through a month;

Licence Suspensions and Cancellations

- Resolve reserves the right to temporarily suspend the service without notice should the organisation’s credit account become overdue;



- Furthermore, we reserve the right to cancel the service without notice (at which point any data and services provided as part of this service will be deleted and inaccessible) should the organisation fail to pay the invoices for the service within 30 days.

Guarantees and SLA

- My organisation understands that the information and data provided as part of the service are done so in an advisory capacity only, and that there are no guarantees that compromised data will be identified
- Resolve does not guarantee service levels or offer any SLA's on this service, as this is out of our control