



Office 365 Licence Terms and Conditions

This document outlines the terms and conditions of the Office 365 licences supplied by Resolve. These licences are supplied under the following terms and conditions:

Invoicing

- Resolve IT Solutions Ltd (“Resolve”) will bill my organisation for the Office 365 licences I have requested on a rolling monthly basis;
- My organisation will be invoiced on a monthly basis, in advance, for the licences that I request from Resolve, and my organisation agrees to pay any invoices within 30 days of the invoice date;

Licence Additions

- My organisation can add licences at any time by contacting Resolve, and these licences will become chargeable from the start of the month in which I request them;

Licence 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 licences on the same day that the request is submitted. Otherwise, licences will be cancelled on the following Working Day;
- Should my organisation cancel a licence, my organisation accepts that the data and services assigned to this licence will be deleted and inaccessible;
- Licences are billed on a monthly basis for the full month ahead and part-refunds will not be issued where licences are cancelled midway through a month;

Licence Suspensions and Cancellations

- Resolve reserves the right to temporarily suspend all Office365 licences without notice (via the Microsoft portal) should the organisation’s credit account become overdue;



- Furthermore, we reserve the right to cancel all licences without notice (at which point the data and services assigned to this licence will be deleted and inaccessible) should the organisation fail to pay the invoices for the Office365 Licenses within 30 days.

Pricing and Package Changes and SLA's

- Office 365 is a service provided by Microsoft, and as such:
 - Microsoft may change its prices, packages and services without notice
 - Additional charges resulting from Microsoft pricing changes will be invoiced to my organisation (A full list of Office 365 plans and pricing can be found here: <https://products.office.com/en-gb/business/compare-more-office-365-for-business-plans>)
 - Resolve does not guarantee service levels or offer any SLA's on this service, as this is out of our control.

Support

- This agreement does not include any support or management for the product – it is supply only.
- We can offer support, and management for Office365 and the local devices on which it is installed at an additional cost – please contact us for further details