



Online Backup Terms and Conditions

This document outlines the terms and conditions of the online backup service supplied by Resolve.

These licences are supplied under the following terms and conditions:

- Resolve IT Solutions Ltd (“Resolve”) will bill my organisation the online backup service I have requested on a rolling monthly basis;
- My organisation will be invoiced on a monthly basis, in advance, for the backup service, and my organisation agrees to pay any invoices within 30 days;
- My organisation can add additional backup space at any time by contacting Resolve, and this space will become chargeable from the point at which I request it;
- My organisation can cancel space or the service at any time, by providing 30 days’ notice to Resolve, with notice to be provided via email;
- Should my organisation cancel the service, my organisation accepts that the data and services assigned to this licence will be deleted and inaccessible;

Support

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

Seeding

- Should your internet connection not be fast enough to upload all the data, we can perform an initial “seed” of the data using a hard drive – this seeding charge is £250+vat for up to 2TB of Data.



- Should you need to reseed for any reason, then we can re-perform this for the same charge of £250 + VAT.