

# Terms and Conditions

Welcome to Gen IT. By accessing or using our website and services, you agree to comply with the following terms and conditions. Please read them carefully, as they govern your use of our services. If you do not agree with any part of these terms, please refrain from using our services.

## **1. Service Agreement**

Gen IT provides various IT services, including Managed IT Services, Cybersecurity, Cloud Services, and Data Backup and Recovery. By using our services, you agree to enter into a service agreement with us, which outlines the specific terms of service and any associated fees. You must ensure that all information you provide is accurate and up-to-date.

## **2. Intellectual Property**

All content, materials, and technologies used or provided by Gen IT, including text, logos, software, and images, are the intellectual property of Gen IT or our licensors. You are granted a limited license to use the website and services for personal or business purposes, but you may not reproduce, distribute, or create derivative works without our express consent.

## **3. User Responsibilities**

You are responsible for maintaining the confidentiality of your account information and for any activity that occurs under your account. You agree not to use our services for any unlawful or harmful purposes, including transmitting viruses or engaging in any form of cyberattacks. Gen IT reserves the right to terminate accounts that violate these terms.

## **4. Limitation of Liability**

While Gen IT strives to provide reliable and high-quality services, we cannot guarantee that our services will be error-free or uninterrupted. Gen IT is not liable for any direct, indirect, or consequential damages arising from the use or inability to use our services. Our total liability for any claim related to our services will not exceed the amount you have paid for the service.

## **5. Payment Terms**

All fees for services must be paid according to the terms specified in your service agreement. Failure to pay may result in the suspension or termination of services. Gen IT reserves the right to change pricing or fees at any time, with reasonable notice provided to affected customers.

## **6. Termination**

Either party may terminate the service agreement with written notice. Upon termination, you will be responsible for any outstanding fees, and Gen IT will cease providing services. We reserve the

right to terminate services without notice if you breach these terms or engage in any unlawful or inappropriate activity.

## **7. Governing Law**

These terms and conditions are governed by and construed in accordance with the laws of the jurisdiction in which Gen IT operates. Any disputes arising from the use of our services will be resolved in accordance with local legal processes. By using our services, you agree to submit to the exclusive jurisdiction of the courts in our operational location.