

Terms and Conditions

Effective Date: 04/06/2025

These Terms and Conditions ("Terms") govern your use of BAL Consultants' products and services, including the AdBlocker/Content Filter device ("Device"), associated subscription services, and technical support (collectively referred to as the "Services"). By purchasing, using, or subscribing to our Services, you agree to be bound by these Terms.

1. Company Information

Trading Name: BAL Consultants

Operator: Benjamin Lane

Business Type: Sole Trader

Business Address: 21 Trebeferad, Boverton, Vale of Glamorgan, CF61 1UW

Website: <https://www.bal-it.com>

Email: Information@bal-it.com

2. Use of Services

- Services are provided to customers within the United Kingdom for home network use only.
 - You must be 18 years or older to enter into a contract with us.
 - We reserve the right to refuse service at our discretion, particularly in cases of customer abuse or violation of these Terms.
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3. Employee Protection Policy

We maintain a zero-tolerance policy regarding abuse, threats, harassment, or intimidation directed at our staff or contractors. We reserve the right to terminate services or refuse future service to any customer who engages in such behaviour.

4. Hardware Warranty

- Devices sold include a limited **3-month hardware warranty** covering manufacturing defects only.
 - The warranty does **not** cover damage due to misuse, modification, accidents, or unauthorised repairs.
 - Replacement or repair under warranty is at our discretion. Customers must return faulty hardware for inspection before a replacement is issued.
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5. Data Privacy and Telemetry

- We **do not collect or store** users' browsing history or personally identifiable internet traffic data.
 - We collect **telemetry data** from installed devices to:
 - Monitor device status and performance
 - Deliver proactive maintenance
 - Provide remote support
 - Telemetry data may include device uptime, firmware version, error logs, and basic connectivity metrics.
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6. Subscription and Support

- A monthly subscription includes **one free remote support session**.
 - Additional remote support sessions are charged at our standard **hourly support rate**.
 - In-person support visits are charged a **minimum of one hour**, regardless of duration, to cover travel and associated expenses.
 - Rates are subject to change with prior notice. Current rates are published on our website.
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7. Service Limitations

- While we strive to provide uninterrupted service, we cannot guarantee that the Device or Service will be error-free or without interruption.
 - Support availability may be affected by holidays, staff shortages, or events beyond our control.
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8. User Responsibilities

- You are responsible for ensuring your home network is compatible with our Device.
 - You agree not to:
 - Tamper with, reverse engineer, or disassemble the Device.
 - Use the Services for any unlawful or harmful activity.
 - Resell or redistribute our Services or Device without written consent.
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9. Cancellation and Termination

- Subscriptions may be cancelled at any time by contacting us with 14 days' notice.

- We reserve the right to suspend or terminate Services without notice for breach of these Terms.
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10. Liability and Indemnity

- To the fullest extent permitted by UK law, we disclaim all liability for:
 - Indirect or consequential loss
 - Loss of profits or data
 - Network downtime caused by third parties
 - Our liability is limited to the amount you paid for the Services in the 3 months prior to the claim.
 - You agree to indemnify us from claims, losses, or damages arising from your misuse of the Services.
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11. Governing Law

These Terms are governed by and construed in accordance with the laws of **England and Wales**. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Changes to Terms

We may amend these Terms from time to time. Continued use of our Services after any changes constitutes your acceptance of the revised Terms.

13. Contact Us

If you have questions about these Terms or wish to exercise any rights under applicable UK consumer law, please contact us at:

information@bal-it.com