

GENERAL TERMS AND CONDITIONS (GTC) – CLMASTER LTD

Version: 1.0 | Last updated: 07 September 2025

Imprint: details of the Service Provider (Seller, Company)

Company name: CLMASTER LTD

Company number: 16642828

Company type: Private Limited by Shares

Incorporated on: 11 August 2025

Companies House submission number: 109-293570

Registered office address: 167–169 Great Portland Street, London, England, W1W 5PF

Email address: info@clmaster.co.uk

Website: <https://clmaster.co.uk>

Customer service hours: online (email support)

Domain(s) used for services: clmaster.co.uk, clmaster.cloud (where applicable)

Scope and acceptance of the GTC

These General Terms and Conditions (GTC) govern the use of our website(s) and the purchase and provision of our services, including virtual private server (VPS) services. By placing an order or using the services, you accept these GTC.

Language of the contract; form

The language of these GTC and the contract is English. Contracts concluded under these GTC are not filed as written contracts by the Seller.

Prices and taxation

Unless otherwise stated, prices are shown in GBP and include UK VAT where applicable. Any promotional pricing errors are handled under the 'Incorrect price' clause.

Procedure in case of incorrect price

Clearly incorrect prices (e.g., £0, or a miscalculated discount) do not create an obligation to sell. In such cases we will offer purchase at the correct price; you may then decide to proceed or cancel without detriment.

Order processing and contract formation

Orders may be placed at any time via our website. We will confirm receipt of your order by e-mail no later than 48 hours after submission. The contract is formed when our confirmation becomes available to you in your e-mail system.

Payment methods

Card payment and other online methods as displayed at checkout. We may withhold performance until payment is successfully received in full.

Provision of services

Unless otherwise stated at checkout, VPS services are generally provisioned within 1 hour of order confirmation. Availability may be affected by scheduled maintenance or factors outside our reasonable control.

Sales to customers outside the UK

We may accept orders from customers outside the United Kingdom. Unless expressly stated otherwise, the governing law and jurisdiction clause in these GTC applies. Taxes, duties or regulatory requirements in your jurisdiction remain your responsibility.

Complaints handling and legal enforcement options (UK)

You may submit a complaint about our services or conduct by e-mail at info@clmaster.co.uk or by post to our registered office above. We will acknowledge and respond to written complaints within 30 days.

If a consumer dispute is not resolved through our internal process, you can seek advice from the Citizens Advice Consumer Service (phone: 0808 223 1133) who can refer matters to Trading Standards as appropriate.

Alternative dispute resolution (ADR): We are not obliged to use ADR, but if you and we agree to ADR, you may use a CTSI-approved ADR provider. Details of approved ADR bodies are available from the Chartered Trading Standards Institute (CTSI).

Nothing in this section limits your right to bring a claim before the courts.

Online dispute resolution

The EU Online Dispute Resolution (ODR) platform does not apply to UK traders.

Governing law and jurisdiction

These GTC and any dispute or claim (including non- contractual disputes or claims) arising out of or in connection with them or their subject matter shall be governed by and construed in accordance with the law of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction, except that if you are a consumer resident in Scotland or Northern Ireland, you may bring proceedings in your local courts.

Terms and conditions for the provision of VPS and digital services

We provide VPS services on a rental basis, granting you the right to use specified computing resources. Hardware and platform software remain under our control. You are responsible for configuration and content within your VPS, subject to these GTC and applicable law.

You must not host or transmit unlawful content, infringe intellectual property rights, or compromise the security of our infrastructure. We may suspend or terminate the service with immediate effect if you breach these terms or fail to pay fees when due.

Scheduled maintenance may require temporary service interruptions. We endeavour to give reasonable prior notice.

Notice-and-takedown (Electronic Commerce Regulations)

If we are notified of unlawful content or activity accessible via our services, we may remove or disable access in accordance with the Electronic Commerce (EC Directive) Regulations 2002 and other applicable laws. Where appropriate, we will notify the affected customer and may restore content if a valid counter- notice is received.

Liability

We do not exclude or limit liability where it would be unlawful to do so. Subject to that, we shall not be liable for indirect or consequential loss, loss of profit, data, or business interruption; and our aggregate liability for all claims shall not exceed the total fees paid by you for the service in the 12 months preceding the event giving rise to the claim.

You are responsible for maintaining appropriate backups of your data.

Data protection and data processing (UK GDPR / Data Protection Act 2018)

We process personal data as a controller in running our business and as a processor where we host or handle personal data on your behalf as part of the VPS service. The parties will comply with the UK GDPR and the Data Protection Act 2018.

Where we act as your processor: we will process personal data only on your documented instructions; ensure appropriate technical and organisational measures; assist you with data- subject requests and incident handling; and upon termination, delete or return personal data at your choice, unless retention is required by law.

International transfers will be made only with appropriate safeguards. Further details are provided in our Privacy Notice.

Data subject rights and supervisory authority

If you have concerns about how we process personal data, please contact us at info@clmaster.co.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom | Phone: 0303 123 1113 | ico.org.uk

Consumer right to cancel (Consumer Contracts Regulations 2013)

If you are a consumer, you have 14 days from the day of contract to cancel a service contract without giving any reason. To exercise the right to cancel, you must inform us of your decision by a clear statement (e.g., by email).

If you request that we begin providing the service during the cancellation period, you will pay a proportionate amount for services provided up to the time you notify us of cancellation. You will lose the right to cancel once the digital content not supplied on a tangible medium has begun to be provided with your express consent and acknowledgement that you lose the right to cancel.

Changes to these GTC

We may amend these GTC to reflect changes in law, our services, or business needs. We will post the updated version on our website, indicating the effective date. Continued use of the services after the effective date constitutes acceptance of the changes.

Contact

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