

## **TERMS & CONDITIONS (Terms of Business)**

By agreeing to these Terms and Conditions (Terms of Business) and signing up as a client, you agree to be legally bound by them, including those incorporated by reference.

Please read these terms carefully. If you do not accept the Terms and Conditions stated here without modification, you may not use our services.

Registered Office (UK) Ltd (The Company), trading as MYCO Works, MYCO Formations, MYCO Designs, The London Office, The Edinburgh Office, The Ipswich Office, and The Office Support may revise these Terms and Conditions at any time by updating this page. You should visit this page periodically to review them because they are binding on you.

In these Terms and Conditions, "Registered Office (UK) Ltd", and all services related to it, including text, images, photographs, user interface, "look" and "feel", data and other content included in it from time-to-time (including, without limitation, the selection, coordination, and arrangement of such content) are referred to as the "Website", "Service/s" and/or "Owner".

In these Terms and Conditions, any mention of "we," "us," "our," or "owner" refers to the Registered Office (UK) Ltd. When we refer to "in writing", this includes e-mail.

We would like to emphasise that this material is protected by copyright law. Under no circumstances should this content be replicated or disseminated by unauthorised individuals for personal use, sold to third parties, or presented to others without the necessary authorisation. Respecting the copyright protections in place ensures the integrity and value of our resources. We appreciate your understanding and compliance with these guidelines to maintain the appropriate use of this copyrighted material.

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## **1. Information About Us**

1.1 Company Information. Registered Office (UK) Ltd (Registered in England - Company Number 09347868)

1.2 Registered Office Address. 167-169 Great Portland Street, Fifth Floor, London, W1W 5PF

1.3 Our Websites:

- [mycoworks.co.uk](http://mycoworks.co.uk)
- [mycoformations.co.uk](http://mycoformations.co.uk)
- [thelondonoffice.com](http://thelondonoffice.com)
- [theoffice.support](http://theoffice.support)

## **2. The Agreement**

2.1 You confirm that you have written authority to bind any business or company on whose behalf you act to use our service.

2.2 This agreement and our privacy policy constitutes the entire agreement between us and supersedes any previous agreement both written and spoken.

2.3 The services provided by us are intended exclusively for business purposes. By entering into this agreement, the client confirms that they are doing so wholly in the course of a business activity, whether as a director or prospective director of a company (whether incorporated or in the process of being incorporated), a sole trader, a partner in a partnership, or another business entity. The client acknowledges that we do not provide services for personal or domestic use, and that this agreement is therefore entered into on a business-to-business basis. Clients who are in the process of incorporating a company confirm that their use of our services is in connection with that commercial purpose and that they are not acting as a consumer within the meaning of the Consumer Rights Act 2015.

## **3. Our Services**

3.1 Registered Office Address (ROA). Our address (when ordered and paid for) may be used as your company's official address (Registered Office Address) with Companies House only. Mail (Official UK Government – Official Mail for short) received that is addressed to the company will be forwarded to you at the cost of Royal Mail postage plus £0.50 per item. Official mail includes (but not limited to) mail received directly from Companies House, HM Revenue & Customs, HM Courts & Tribunals Service, and the Intellectual Property Office.

3.1.1 Mail received by third parties of UK Governments such as debt collectors for HMRC are not accepted as this is considered as business mail.

3.1.2 Mail received from local governments such as, but not limited to, local councils, local police/authorities and Trading Standards is considered business mail.

3.2 Director Service Address (DSA) Add-on. Our address (when purchased with the Registered Office Address package) may be used as officers' correspondence address on Companies House. Mail received (official mail) addressed to the officers will be handled at the cost of Royal Mail postage plus £0.50 per item. Directors Service Address covers all officers of the company (Directors, Shareholders, PSC's and Secretaries). The price for this service is £20.00 (+ VAT) when purchased separately from the Registered Office Address.

3.3 Virtual Business Address (VBA). Our address may be used as a virtual trading address (when ordered and paid for) for your company. Our address can be used on your website, for banking, and stationery as your business correspondence address. See Section 6 for exceptions.

3.4 Telephone Answering Service (TAS/Connect). When ordered and paid for, we will provide you with a phone number which you can use as your business phone number or divert calls to. Calls will be answered by our staff in your company name with messages being sent to you. Calls will be answered Monday to Friday, 9:00am to 5:30pm, excluding bank holidays.

3.4.1 The Company provides live telephone answering services until 5:25 pm on business days. All messages taken during live answering hours will be processed and delivered to clients by 5:30 pm. The Company does not guarantee live call answering after 5:25 pm.

3.5 Ready Made Companies (RM). A dormant company of your choosing (when ordered and paid for) will be legally transferred into your chosen officers' name/s. You will also be entitled to receive 1 year of our Registered Office and Directors Service Address, free of charge.

3.6 Secretarial Services. A range of Secretarial Services (when ordered and paid for) such as amending your Companies House listing (payable per action), completing select Companies House filings or compiling Legal Document Packs and other certified materials.

3.6.1 Once purchased, we may require further information, documentation or confirmation from you. Any delay in providing this will result in the delay of the services being filed. This may incur extra fees from Companies House or other Third Parties we may use to facilitate your purchase, and you will be liable to pay these fees.

3.7 MYCO Designs. A range of custom and bespoke marketing materials (when ordered and paid for). Items will be listed in individualised quotes.

3.8 Reseller/Partner Program. As part of this program, (when requested to join) you may receive discount and further benefits on any additional companies you add to your account.

3.9 Permissions/usage of any of services are granted upon the activation of the appropriate service. This will be listed as "Active" on your online account.

3.10 Postal Deposit. Any Postal Deposit paid by the Client is subject to VAT at the prevailing rate.

3.10.1 The amount received from the Client will be treated as VAT-inclusive. Accordingly, upon receipt of the payment, we will apportion the sum between the VAT element and the net deposit amount.

3.10.2 The net deposit balance credited to the Client's account will therefore be the payment received minus the applicable VAT. For example, where a £20.00 payment is made, we will deduct VAT from that sum and the Client's remaining deposit balance will reflect the corresponding net amount of £16.66.

3.10.3 We shall apply Postal Deposits exclusively towards postal charges, forwarding fees, or any other authorised disbursements.

3.10.4 The Client acknowledges and agrees that VAT is chargeable on Postal Deposits irrespective of whether the deposit is used in full or in part.

#### **4. Service Level Agreements**

4.1 Postal Deposit. A postal deposit of £20.00 (+VAT) for UK forwarding or £50.00 (+VAT) for overseas forwarding is required and will be used to forward your mail and any handling fees payable.

4.1.1 When your postal deposit has been used up and is insufficient to forward your mail, we will ask for you to top it up. If top up is not received within 7 days, your mailing preference will be changed to scans only (unless you are already on this option).

Unscannable items will be returned to sender where possible, non-returnable letters will be securely destroyed and parcels disposed of.

4.1.2 If postal deposit is spent and has a negative balance, your account will be placed on “Hold Deposit”.

4.1.3 When on Hold Deposit we will ask for a Deposit top up so we can deduct the outstanding charges. If the top up is not received within 7 days, we will adjust your existing service fee on a pro-rata basis to cover the unpaid deposit. This will result in a new renewal date, and your account status will be changed to Active.

4.1.4 Some services require a postal deposit that is automatically added to new orders. If you decide to not the pay postal deposit as required, you will be automatically assigned to scan and upload of your business mail. All non-scannable items require top-up of postal deposit.

4.2 Only one Mailing Preference setting can be applied per account, not per company/service.

4.2.1 Should you wish to combine or separate multiple accounts; an admin fee will be charged.

4.3 Official UK Government Mail Handling. By default, we will open, scan, and upload your mail to you at no cost. You may change your mailing preferences through your online account, to post or have it ready for collection. Mail preferences changed to post, requires additional charges.

4.4 Business Letters Handling. Letter forwarding is charged at the cost of Royal Mail postage plus £0.50 per item. A postal deposit will be required to cover all forwarding. Letters will not be forwarded if a deposit has not been provided or has insufficient funds to cover costs.

4.4.1 Pin numbers are scanned unrevealed. To have your pin revealed, please request the original letter to be forwarded. If you prefer the pin to be revealed and scanned, please contact the Mail Department.

4.5 If Business mail is received, and you only have the Registered Office Address services, we will request for you to add the additional service of Virtual Business Address. If not purchased within 7 days, all business letters received will be returned to sender where possible, non-returnable business letters will be securely destroyed and parcels disposed of.

4.6 Original Letter Requests. When mail is scanned and you require a hard copy, you will need to request this within 2 weeks of the original upload date through your admin control panel. All originals will be sent within 2 weeks from the request date. If a hard copy has not been requested within 2 weeks of delivery, it will be securely destroyed.

4.6.1 We only accept “Original Requests”, for documents which might lose quality and/or authenticity in the scanning process. These include (but not limited to) certificates, signed documents, perforated letters, and concealed pin numbers and other hidden-reveal mailing items.

4.6.2 All scanned Cheques will need to be requested; this is not forwarded automatically.

4.7 International Mail. International mail is sent twice a week. Cheques, bank cards, card readers and PINs are sent via tracked and signed if possible.

4.8 Letter collection. We offer free official and business letters collection from our offices in London W1W, London WC2, Edinburgh EH2 4AN and Ipswich IP1 1RJ only. Letters must be collected within 1 month from receiving the notification. Letters not collected within 1 month will be returned to sender, non-returnable letters will be securely destroyed, and parcels disposed of.

4.8.1 Parcel Handling. All parcels from collectable addresses must be collected within 1 week. Any parcels not collected within 7 days from our notification email will be disposed of. A £5 handling fee will be charged.

4.9 Parcels. Parcels are accepted within our business mail service at London W1W, London WC2, Edinburgh EH2 4AN and Ipswich IP1 1RJ locations only.

4.10 Please note the following for Parcel Handling:

- All parcels must be addressed to the business/company name.
- Following the mail preferences on your account, parcels will either be forwarded to your mailing address, or you will be asked to arrange collection (in person or by a courier).
- By default, parcels are forwarded via Royal Mail Tracked 24 service. Royal Mail prices will apply.
- On occasions when Royal Mail does not offer delivery to a certain location, an alternative delivery method may be used. Courier fees will apply.
- We follow the Royal Mail size guide: Small Parcel – 45 cm × 35 cm × 16 cm; Medium Parcel – 61 cm × 46 cm × 46 cm; Large Parcel – 150 cm × 150 cm × 150 cm; XL Parcel – 250 cm × 200 cm × 200 cm.
- We accept small and medium parcels up to 20 kg available for collection and dispatch at all locations
- Large parcels up to 20 kg are not available for collection from the London offices. They can be forwarded or collected from the Ipswich Dispatch office.
- Large and extra-large parcels and/or parcels over 20 kg delivered to London are not accepted. If delivered, they cannot be forwarded. They must be collected from the Ipswich Dispatch Office.
- Small, medium and large parcels, up to 20 kg delivered to our Edinburgh office are available for forwarding and collection.  
Large and extra-large parcels and/or parcels over 20 kg delivered to Edinburgh are not accepted. If delivered, they cannot be forwarded. They must be collected from our South Charlotte Street office.
- Items of excessive size and/or weight (for example, but not limited to furniture, pallets, building materials) will be refused.  
If the delivery service leaves an item unattended (for example, in front of the building), we do not take responsibility for the goods. You will be contacted regarding collection.

- There is no limit on how many parcels you can receive.
- Goods are not insured whilst on our premises.

#### Parcels handling fees:

- Collection: handling fee only, from £5 up to £30+ per parcel (depending on size and weight).
- Postage: Handling fee plus Royal Mail or courier postage charges. If you wish for us to arrange the courier, we may charge an Admin Fee instead of Handling Fees, whichever is greater.
- A detailed price list, including Royal Mail and handling charges, is available on request.

4.10.1 Unwanted Mail (active clients). When mail, for example, is not included in the services, are sent/delivered by mistake, from Royal Mail or Couriers, we will notify clients and discuss forwarding options. Please note, if no response is received within 7 days from the notification email, letters, where possible, will be returned to sender. Non-returnable letters will be securely destroyed, and parcels will be disposed of, and a £5 handling fee will be charged. The above list of situations is not exhaustive.

4.10.2 Unwanted Mail (expired clients). When parcels, for example, not included in the services are sent/delivered by mistake by Royal Mail/Couriers, we will attempt to refuse it. If delivered, letters, where possible, will be returned to sender. Non-returnable letters will be securely destroyed, and parcels will be disposed of, and a £5 handling fee will be charged. The above list of situations is not exhaustive.

4.11 Telephone Answering Service. All calls will be taken under the guise of your company name unless specified to be different. All calls will be answered with a specific greeting as set by us. No further information/script will be offered to the caller.

4.11.1 Limited details will be taken from the caller to allow for a quick turnaround. This will usually include contact information and the subject regarding the call. We will not take any extra information such as reference numbers. The details taken will be emailed to you shortly after the call is taken.

4.11.2 It is your responsibility to contact your clients in a timely manner after the details has been forwarded to you. Should we notice non-compliance, we will attempt to contact you reminding you of your requirements.

4.11.3 Should there be repeat offenses such as complaints or questionable activity, we will always endeavour to contact you to clarify the situation. However, should this not be adhered to, we reserve the right to suspend/terminate your account with immediate effect.

4.11.4 If we believe that your company may be performing any illegal activities, we may report and pass on your details to an investigative body. We also reserve the right to further advise your customers of their rights. You will not be notified of this nor provided details of this.

4.11.5 We reserve the right to divulge that we are only a telephone answering service provider for you. You will not be notified of this nor provided details of this.

4.11.5 It is your responsibility that we have the correct contact information for you to receive your messages. We will not accept Automatic Replies as notice of change in information.

4.11.6 We reserve the right to change/amend part of your service during your active service with us. You will usually be notified if this happens.

4.11.7 If you do not renew your service before its expiration date, your number may be reused as necessary.

4.12 Formations. All formations received before 4pm on any working day will be submitted to Companies House for incorporation on the same day. The turnaround time for incorporations is usually 24 hours; however Companies House may take longer than this. For companies including corporate officers, bespoke articles or require additional permission for special terms, the turnaround time is minimum of 48 hours, however, this may be quicker.

4.12.1 Formations are not subject to be reviewed by our team. Should we notice any errors, we will endeavour to contact you to correct this however these may be submitted to Companies House with the errors in place. We do not accept any responsibility for any inaccurate details. To correct any of these errors, will require a secretarial service fee to be paid to us before the change is made to Companies House.

4.13 Failure to keep all contact information up to date, including mailing address, email address and telephone numbers, may result in the suspension of your service.

4.14 Secretarial Services. If the information submitted to us (regarding a change) is incorrect, another purchase will need to be made to amend this if already processed (RMC/Formation).

4.15 If the company is dissolved due to external (CH) delays, we are not liable.

4.16 Change of default addresses purchases after the First Gazette has been issued are at the customer's own risk.

4.17 Whilst we can offer permission letters to use for other business and banking purposes, there is no guarantee that these will be accepted by all providers.

## **5. Mailing Processes**

5.1 Opening of Mail. We will not normally open client's mail unless requested to do so. However, we reserve the right to open and inspect any mail received here if we deem it necessary, for example (but not limited to) suspicion of prohibited items, to identify who the item belongs to, if our address is being used without our permission, an item arrives damaged and need repacking or our address being used in contravention of our T&Cs. We also reserve the right to return, report to the authorities, or dispose of the mail without compensation to the intended receiver.

5.2 Changing of mail forwarding address. It is your responsibility to ensure your mailing address is complete and correct. You can login to your account at any time to view and/or edit your mailing address. We are not liable for forwarding mail of any kind to an address provided by you that has been entered incorrectly. We will require a new Proof of Address for any updated mailing address.

5.3 Forwarded mail returned. When forwarded mail is returned to us, for example (but not limited to no) collection from local post office, refused by addressee or customs declaration,

account on “Incomplete Details” and we will ask for alternative forwarding options. If response is not received within 7 days from our notification email, mail where possible, will be returned to sender. Non-returnable letters will be securely destroyed, and parcels will be disposed of.

5.4 When a “We missed you card” is received, mail cannot be collected by us from the local Post Office (as per Royal Mail restrictions). On client request, we will scan and email the card. It is up to you to contact the Post Office to receive the mail.

5.5 Signed for mail. All our offices are available for signed for mail and parcels. For clients at Hatton Garden, mail collection is at our Bell Yard office.

5.6 Mail containing biohazardous items, sharp needles, bodily fluids, covid tests or any other substances that may be deemed hazardous, will be disposed of immediately. Repeat offences may cause a suspension of the account.

5.6.1 Mail items containing perishables such as food and drink items, should be collected on the same day of delivery to our offices. If they have not been collected, these will be disposed of immediately.

5.7 When unscannable items are received, they will be automatically forwarded, for example (but not limited to) bank cards, lottery/raffle tickets, photos, payslips, postcards, occasion cards, magazines, pressure sealed mail (fold & tear mail), and any items not in A4 page size format.

5.8 Your mailing preferences may be changed should your account be deemed more beneficial to this service. You will be notified of this change within 2 weeks of the change.

5.9 Unidentified mail. If we receive mail that we deem to be unidentifiable, we will always endeavour to find the correct account associated with the mail. However, when received with no company name or multiple companies’ names for example (but not limited to), if possible, letters will be returned to sender, without notification, to prevent any potential breaches of GDPR. Non-returnable mail and parcels will be kept for 7 days, and if still unidentified, this will be securely destroyed and/or disposed of.

5.10 Whilst we always endeavour to adhere to the mailing preferences specified by the client, we cannot guarantee that all mail received will be processed in accordance with these instructions.

## **6. How Our Services May Not Be Used**

6.1 Immoral or Illegal Use. Our services may not be used for any inappropriate, illegal, unethical, or immoral purposes (including cold calling or spam return labels). If we suspect this is happening, your account will be suspended pending further investigation or terminated.

6.1.1 Our address may not be used as a Residential Address in any capacity.

6.2 Our addresses may not be amended in any way. This includes the addition of additional suites, office numbers, units, or any other alteration to make the address be unique.

6.3 Personal Mail. Our address may not be used for any personal mail of any sort.

6.4 DVLA. Our address may not be used with the DVLA. DVLA do not allow for Virtual Address providers to be used in registering vehicles. Vehicle related mail, for example (but not limited to) vehicle registration, driving licence, parking tickets, speeding tickets, debt collectors/enforcement agents on behalf of unpaid fines, etc, will be returned to sender without notification.

6.5 Vehicle Penalties. Our address may not be used for receiving penalties or fines relating to vehicles, including (but not limited to) speeding fines, penalty charge notices and parking charge notices. This kind of mail will be returned to sender without notification

6.6 Physical Address. You may not imply, in any way, that you have a physical presence at our address. For example, displaying our address as your correspondence address online without having the Virtual Business Address service. Our images may not be used and or rebranded as your own.

6.6.1 Our address may not be used for VAT registration as you must use your physical trading address.

6.6.2 We reserve the right to advise any visitors to our office(s) that you have a virtual business address only.

6.7 Google. "Google Business" does not allow the addresses of mail receiving/virtual address agencies to be used as a business address. Mail received for this will be returned to sender without notification.

6.8 Business Categories. We reserve the right to disallow categories of business as we see fit.

6.9 If any of your services have been placed on hold, we reserve the right to suspend all services until the situation has been resolved to our satisfaction.

6.9.1 Should we suspect any of the above to have been used, we reserve the right to suspend and/or cancel your account with immediate effect. Any refunds will not be applicable.

6.9.2 Visits by enforcement agents or any other entity for a claim on your company will result in the automatic cancellation of your account. Any refunds will not be applicable.

6.10 By purchasing or subscribing to any of our services, you confirm that you are at least 18 years of age and legally capable of entering into a binding contract. We do not accept service registrations or agreements from individuals under the age of 18. If we become aware that a minor has registered for services in breach of this provision, we reserve the right to suspend or cancel the service immediately and without notice.

Where a service is requested on behalf of a minor, a parent or legal guardian must be the registered account holder and complete all necessary verification procedures. The minor may only be listed as an authorised contact. Upon reaching the age of 18, the individual may assume ownership of the account by providing valid proof of age and address, subject to our approval.

6.11 Our address may not be used in relation to Cryptocurrency. This includes, but is not limited to, use for the purposes of trading, incorporating a company, promoting or marketing digital assets, facilitating transactions involving tokens or coins, or any other activity associated with virtual currencies or blockchain technology.

6.12 Any internal company disputes brought to our attention may result in the immediate suspension or termination of the account. We are unable to be arbitrators of any disputes, nor accept any liability for any damage caused due to the use of our services.

## **7. MYCO Designs**

7.1 MYCO Designs will provide design and creative services as outlined in the project brief.

7.2 The client agrees to provide all necessary materials and information to MYCO Designs in a timely manner to facilitate project completion.

7.2.1 We will communicate to you in the project brief of the timeline to complete the project. If any delays this will be communicated to you.

7.2.2 Feedback and approvals will only be accepted by those listed in the project brief.

7.3 Payment. Payment terms will be outlined in the project proposal or contract.

7.4 Invoices not paid within the specified timeframe may incur late payment fees.

7.5 Intellectual Property. MYCO Designs retains ownership of all design and creative work until full payment is received and the final product is sent to the client. Upon completion of the project and further payments received, the client will have majority rights to the final design for the intended purpose.

7.5.1 MYCO Designs will retain partial ownership of all designs made purely for marketing purposes.

7.6 The client is entitled to a specified number of revisions as outlined in the project proposal or contract. Additional revisions may incur additional charges.

7.7 Once the final design is approved, any further changes may be subject to additional fees.

7.7.1 If a final design has been submitted but we have not received a response within 2 weeks, this will be considered approved, and the project closed.

7.7.2 The client is responsible for ensuring that the final design meets their requirements and is free from errors.

7.8 Termination of Services. Either party may terminate the project by providing written notice. The client will not be eligible for a refund if the MYCO Designs Brief has been returned back to us.

7.9 We reserve the right to terminate the project if the client fails to meet their obligations or if the project scope is significantly altered.

7.10 We will consider the project abandoned if no contact has been made from the client within 1 month of last communication. The client will be responsible for any expenses incurred and no refunds will be applicable. Additional fees may be required once contact is restored.

## **8. MYCO Connect (Telephone Answering Services)**

8.1 Service Set Up. Our standard service set-up will aim to be completed within one hour following successful completion of all Know Your Customer (KYC) checks. Delays in providing requested identification or verification documentation may result in a delay to service activation.

8.2 Service Amendments. Once the setup for your service has been submitted, subsequent changes beyond this will incur an administrative fee.

8.3 Call Handling Scripts / Data Capturing. To ensure the effectiveness of the call, call handling scripts may be amended by our team to filter information.

8.4 Script Accuracy Responsibility. If a script is provided as part of the service, it is the client's responsibility to ensure that all information is accurate and kept up to date.

8.5 Package Activation (Silver & Gold). For Silver and Gold packages, lines will initially operate as Bronze (no personalisation) with call reporting until the client returns their setup form. It is the client's responsibility to provide this. If not returned, the line remains Bronze, and no compensation is payable for unused features.

8.6 Call Transfer Attempts. All call transfer attempts, whether successful or unsuccessful, will be counted and deducted from the allocated call bundle, including where the recipient does not answer or is unavailable.

8.7 Transfer Attempt Limits. We will only attempt to transfer calls once per number, for a maximum of two attempts.

8.8 Ring Duration Limit. We will only attempt to reach your contact for a maximum of five rings.

8.9 Unanswered Calls. For calls that are unanswered by the intended recipient, we will inform the caller to leave a message instead.

8.10 Caller Message Requirement. If your caller does not leave their details after an attempted transfer, we will not put through a message.

8.11 Caller Declines Message. If a caller declines to leave a message and/or contact details, the client will not be notified of the call.

8.12 Call Handling Hours. All calls will be answered Monday to Friday, 9:00 am to 5:30 pm, excluding bank holidays, using one company name; callers asking for another name will be advised it's the wrong number, and clients are responsible for any other name or trading name displayed; live calls taken until 5:25 pm will have messages processed and delivered by 5:30 pm, and calls after 5:25 pm are not guaranteed to be answered live.

8.13 Answer Time Disclaimer. We aim to answer calls promptly but cannot guarantee a specific timeframe, especially during peak periods, and we are not responsible if a caller disconnects before being answered.

8.14 Call Forwarding Restrictions. When call forwarding is included, calls will only be transferred to UK-based numbers and transfers to numbers outside the UK are not supported.

8.15 Contact Number Responsibility. The customer must ensure their Contact Number is operational and manned at all times, and the Company is not liable if the Contact Number is unanswered, out of order, or if messages or calls cannot be forwarded to it.

8.16 Call Duration and Rounding. All calls are rounded up to the next whole minute for billing purposes, for example a call lasting 1 minute and 10 seconds will be charged as 2 minutes.

8.17 Rollover of Minutes. Any unused minutes at the end of each billing cycle will not roll over into the following month and must be used within the allocated monthly period.

8.18 Testing and Forwarded Calls. If a client initiates a test call to their own number or sets up forwarded calls for testing or operational purposes, these calls will be deducted from the monthly bundle allocation.

8.19 Spam and Nuisance Calls. Calls identified as spam, nuisance, or marketing-related will still be charged and deducted from the client's bundle, and the determination of such calls lies at our discretion.

8.20 Spam Misclassification. We do not accept responsibility if a call is misjudged as spam or nuisance and not transferred to you.

8.21 Cold Call Filtering. We attempt to filter cold calls but are not responsible if a cold call is missed or if a genuine call is mistaken for spam or nuisance and no message is taken.

8.22 Fair Usage Policy. The Service is subject to a fair usage policy, and where usage significantly exceeds typical levels for the selected package we may require adjustments including moving to a more suitable package; if usage places an unreasonable operational burden on the service we may impose limits or terminate the service, and we reserve the right to determine whether any unused prepaid services will be refunded.

8.23 Payment Obligations. The client must pay all package charges including any additional fees for usage beyond the package allowance as invoiced.

8.24 Assignment of Telephone Numbers. Once a dedicated telephone number has been assigned it cannot be changed.

8.25 Number Ownership. The allocated number remains our property and may be reassigned or reused at our discretion.

8.26 Number Porting. Clients may request to port their number and, where technically feasible and permitted, we will allow porting.

8.27 Previously Used Numbers. Numbers may have been previously assigned and we do not guarantee they are unused or free from prior associations.

8.28 Number Removal on Termination. Upon expiry, cancellation, suspension, termination, or company closure, clients must remove the allocated number from all displays and cancel any call diversions or forwarding.

8.29 Premium Numbers. Premium numbers purchased, including preview lists, are non-refundable.

8.30 Call Log Delivery. Call logs will be provided monthly.

8.31 Front-End / Out of Hours Message. Depending on the package this will either be a generic or personalised message.

8.32 Recording Disclosure in Messages. If a personalised front-end or out of hours message does not include mention of call recording, this will be added and cannot be removed.

8.33 Prohibited and Restricted Call Types. We do not handle calls related to illegal activities, gambling services, cold calling, high-risk financial products or services, or discriminatory or harmful content, and we reserve the right to refuse any call that conflicts with legal obligations, ethical standards, or staff wellbeing.

8.34 Abuse Policy. We reserve the right not to engage with verbally abusive callers, calls may be terminated where abuse occurs, and in cases of persistent abuse we may block the caller's number without notifying the client.

8.35 Business Use Only. The service is for business use only and suspected personal use may result in contact and potential suspension if misuse continues.

8.36 Data Protection. Personal data is processed in accordance with UK GDPR and applicable data protection laws.

8.37 Call Recording. Calls may be recorded for service delivery, quality assurance, training, compliance, and dispute resolution, recordings are retained for 3 months, and clients may request access.

8.38 Non-Emergency Disclaimer. The service is not a substitute for emergency services and does not handle urgent medical, legal, or law enforcement matters.

8.39 Accuracy Disclaimer. Due to high call volumes, there may be instances where messages or details are not recorded or passed on accurately, and the Company is not liable for such occurrences.

8.40 Language and Communication Limitations. We are not liable for misunderstandings due to poor lines, language difficulties, or poor English, and all communications must be in English.

8.41 Service Interruptions. We are not responsible for losses, damages, or costs caused by outages or interruptions beyond our control.

8.42 Deactivation Liability. We are not liable for losses if a client's line is deactivated due to expiry or suspension.

8.43 Limitation of Liability. To the fullest extent permitted by law we are not liable for any loss of business, revenue, profit, missed opportunities, or indirect or consequential damages.

8.44 Service Suspension and Termination. We reserve the right to suspend or terminate service without notice in the event of breach, non-payment, or legal or reputational risk.

8.45 Immediate Termination Rights. We may suspend or terminate service or allocated numbers immediately for misuse, excessive usage, or inappropriate behaviour, with notification provided where reasonably practicable.

8.46 Service Changes. We reserve the right to amend packages, pricing, payment plans, usage allowances, and operating hours with notice provided.

## **9. Reseller/Partner Program**

9.1 To create a reseller account, the account holder must provide the KYC Documents for the account holder and all officers of the company. The account will not be created until this is completed.

9.2 KYC documents must be obtained from additional companies and kept with the Reseller/Partner. These may be requested at any time by and must be supplied within 7 days of the request, otherwise the account will be suspended. You may also be subjected to a fine for a breach of this clause.

9.3 Additional companies need to be added through the reseller account. For us to do this on your behalf, you will be subjected to a secretarial service fee, dependant on the amount being added.

9.4 All unpaid invoices must be paid in full and on time. The service will not be active until all outstanding payments are made.

9.5 Invoices will be addressed to the Reseller/Partner only, we will not be able to action any requests to individualise invoices per additional company.

9.6 It is your responsibility to maintain the companies added to your account. For any late renewals more than 9 days, you will be charged an admin fee for the completion of an RP07 submitted to Companies House.

9.7 Should a company you have added to your account require the Directors Service Address, this will not be subject to the reseller/partner discount and must be paid at full price.

9.8 The use of your unique discount code will be monitored. Where applicable, through the downgrade of a tier, your discount rate will be reduced, and you will be informed. We recommend that you also keep count of your additional companies to receive the next higher tiered discount code on time.

9.9 Reseller/Partner Program. Resellers may not use Third Parties/other Resellers to purchase our services.

9.10 Resellers cannot transfer paid-for-accounts directly to the customer. Customers will need to purchase the service directly from us.

## **10. Ready Made Companies & Secretarial Services**

10.1 Ready Made Companies, once purchased, are not eligible for a refund.

10.2 If you purchase and fail to complete all conditions of the Ready-Made sale, including KYC, transfer forms, or any required documentation within a specified timeframe, ownership and all associated rights shall remain with, or revert to, Registered Office (UK) LTD, regardless of payment having been made and you will not be eligible for a refund.

10.2.1 You will be notified of the length of the specified period after purchase, as this is dependant on multiple factors for each company.

10.3 Companies that have been transferred cannot be sold and/or transferred back to us.

10.4 Companies will only be transferred by us. Confirmation Statements will be completed upon every transfer. A transfer form will need to be returned in full for the company to be transferred. Any delays will result in the delay of transferral.

10.5 Any company purchased will have the transfer date of the date purchased on Companies House. We will not backdate any transfer dates to a time of your choosing.

10.6 Where possible, we will always endeavour to ensure that any account filings on Companies House are filled before the transfer, however, should the company be purchased before an accounting period is due, unless the transfer form has been returned and KYC completed, we will complete this.

10.6.1 Until all KYC requirements are met and accepted, the company purchased will remain under our control. We will also not be able to back-date any appointments due to any delay.

10.7 You agree to take full responsibility upon purchase to contact all relevant bodies to inform of your company's non-dormancy status.

10.8 Secretarial Services Scope. Our secretarial services include the preparation and filing of standard statutory documents with Companies House (e.g. director appointments or resignations, confirmation statements, changes to registered office, dormant company accounts etc.), and general administrative support related to company compliance. Any additional or bespoke requests may be subject to separate quotation and approval.

10.9 Completion of Know-Your-Customer (KYC) verification is mandatory before any secretarial work begins. - See Section 14.

10.10 It is the client's responsibility to provide accurate and timely information. We are not liable for any delays, fines, or missed filings caused by incomplete, late, or incorrect submissions.

10.10.1 Although we submit filings promptly, Companies House processing times vary and are outside our control. We cannot be held responsible for any delayed actions they may take.

10.11 Annual secretarial services must be used within 12 months of purchase. It cannot be carried over or refunded if unused.

10.12 If incorrect information is submitted and processed, a new purchase is required to submit a correction (e.g., RMC, formation filings, or Companies House amendments).

10.13 We can provide permission letters for business or banking purposes; however, their acceptance by external providers cannot be guaranteed.

10.14 All services are charged according to our published price list or as agreed in writing. Additional fees may apply for urgent submissions, complex structures, or repeated filings.

10.14.1 Discounts are not available on secretarial services.

10.14.2 Refund policy is outlined in Section 13.

10.15 Secretarial Services do not constitute legal, financial, or tax advice. Clients should engage qualified professionals for such matters.

10.16 We will use reasonable care in delivering services, but ultimate responsibility for regulatory compliance and meeting deadlines remains with the client, unless otherwise agreed in writing.

10.17 We reserve the right to suspend or withdraw services in cases of non-payment, breach of terms, or failure to provide requested information with no refund.

10.18 Disclaimer: Companies House operates independently; even timely and accurate submissions by our service do not guarantee avoidance of notices, penalties, or additional enquiries from them. Change requests submitted after the First Gazette notice are made entirely at your own risk.

## **11. Meeting Rooms**

11.1 You can book meeting spaces at any of our locations, during the opening hours as set by us.

11.2 Payment must be made in full to book a meeting space and must be made via our online booking system through Skedda or over the phone.

11.3 Printing and telephone services will not be made available to the Hirer under any condition unless pertaining to the health and safety of any/all attendees at the location of the hired space.

11.4 If any damage is found to be caused by the Hirer and/or any of the Hirer's attendees, a charge of the cost of item, cost of repair plus a 20% fee will be charged to the Hirer, with an immediate suspension of the Hirer's account until said fees are paid in full.

11.5 All Meeting Rooms are sold as seen on our website.

11.6 On the occasion that the Hirer arrives earlier than the recommended time or leaves the Meeting Room later than the time paid for, they will be subjected to the overrun.

11.7 If any item as provided by the Owner, is at any stage during the hire appears to be faulty and/or not in relative working order, said item must be reported by the Hirer immediately to a member of staff on site.

11.8 You shall procure that no person: (a) fixes anything to the Rooms or Common Parts of the premises without the prior written consent of the Owner. (b) marks, soils, or damages the structure or contents of the Rooms or any part of the premises; (c) paints or constructs any object or structure inside the Rooms or any other part of the premises; (d) leaves anything in, or in any way obstructs, any stairwells or emergency exits or obstructs any notices of any emergency exits in the premises; (e) fails to comply with any of the safety procedures which have been notified to the Hirer by the Owner; (f) causes a nuisance to the other users of the premises;

11.9 You shall procure that no person brings any alcohol into our premises.

11.10 You shall ensure that all persons attending our meeting spaces are registered, so that, whilst in the premises there is an accurate record of who is in the building at all times.

11.11 The Owner and its agents retain the right at all times during the Hire Period to enter the Rooms.

11.12 The Owner may for any reasonable cause refuse entry to the premises and procure the removal from the premises of any person or thing.

11.13 The Hirer agrees that at the end of the Hire Period it will advise the Owner of any damage caused to the Rooms and/or furniture and ensure that the Rooms/Kitchen Facilities are left in a tidy state.

11.14 The Hirer agrees that should it fail to remove any such items or equipment from the premises from the end of the Hire Period, the Owner shall be entitled to deal with such items or equipment as we, in our sole discretion, thinks fit.

11.15 Bookings, dependant on the booking platform, may not be refundable. Bookings cannot be moved to a different location, nor can they be moved to a different time for any reason.

11.15.1 For bookings made via Tag Venue:

Cancellation policy: Standard 30 day with Grace Period

- Cancellations within 24 hours after booking confirmation will receive a full refund. This excludes events starting within 48 hours.
- Cancellations 30 days in advance will receive a full refund.
- Cancellations 30 days to 7 days in advance will receive a 50% refund.
- Cancellations for events starting within 7 days are non-refundable.

11.15.2 For bookings made via Tally Workspace:

- Free cancellation within 2 hours of venue confirmation.
- Free cancellation 30 days before arrival time.

11.15.3 For bookings made via Hubble HQ:

- Meeting spaces are eligible for a full refund if cancelled at least 2 full business days before the booking.

11.16 The Owner gives no warranty other than expressly agreed in writing by both parties that the Rooms are legally or physically fit for any specific purpose.

11.17 The Owner agrees that it shall not use or cause to be used any copyright or other intellectual property rights of the Hirer or any other third party without having obtained prior written consent from the relevant party.

11.18 The Owner shall have the right to terminate the Hire Agreement immediately without affecting its accrued rights by giving notice to the Hirer if: The Owner believes that: (a) the Hirer intends to use the Rooms for any purpose other than a business meeting; or (b) the meeting may lead to a breach of the peace or acts of violence may occur or damage may be occasioned to the Rooms or any other part of the premises or its contents.

11.19 The Hirer shall have no claim against the Owner for any loss or damage or liability incurred by the Hirer in consequence of the termination.

11.20 The owner may at any time with undue notice, close the premises for any purpose, no compensation or refund shall be made unless for the order of a Meeting Room.

11.21 Neither party shall be liable for delay in performing or failure to perform its obligations under the Hire Agreement if that delay or failure arises from or is attributable to acts, events, omissions or accidents beyond its reasonable control (a Force Majeure Event) including (but not

limited to) any of the following: (a) Acts of God, including (but not limited to) fire, flood, earthquake, windstorm or other natural disaster; extreme adverse weather conditions; (b) explosion or accidental damage; collapse of building structures, failure of machinery, computers or vehicles; (c) war, armed conflict, imposition of sanctions, embargo, breaking off of diplomatic relations or similar actions; terrorist attack, civil war, civil commotion or riots; pandemic; declaration of a state of emergency; nuclear, chemical or biological contamination or sonic boom or the threat of or preparation for any such events or acts; or (d) voluntary or mandatory compliance with any law (including any change in the law or interpretation of the law); non-performance by suppliers or subcontractors; and interruption or failure of a utility service, including (but not limited to) electric power, gas or water.

11.22 If a meeting is prevented from taking place by reason of a Force Majeure Event, either party may terminate the Hire Agreement on giving notice to the other party in writing.

11.23 Any notice required or permitted to be given by either party to the other under the Hire Agreement shall be in writing and sent by email communication.

11.24 Liability & Indemnity. The Hirer shall indemnify and keep indemnified the Owner against any loss, damage, liability, expense, or costs incurred by the Owner as a result of any claim, demand or proceedings threatened or instituted against the Owner arising out of the negligence of the Hirer or its servants or agents during the use of the Rooms for the Function or any breach of the Hire Agreement and/or these Conditions.

11.25 The Hirer shall maintain, at its own cost, public liability insurance cover for the sum of at least two million pounds (£2,000,000) with a reputable insurance company or an underwriter of good repute, in respect of its liabilities pursuant to the Hire Agreement and these Conditions. Where the Hirer is a publicly funded body and self-insures, subject to the Hirer providing written evidence, to the reasonable satisfaction of the Owner, of the adequacy of such self-insurance, the Owner may in its absolute discretion agree that such arrangements as the Hirer has made to Self-insure are sufficient to meet the Hirer's obligations and the Hirer shall not be required to maintain additional insurance pursuant to this Condition.

11.26 The Owner warrants to the Hirer that the hire of the Rooms and the provision of the Services will be provided with reasonable care and skill.

11.27 Except in respect of death or personal injury caused by the Owner's negligence, the Owner shall not be liable to the Hirer by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty of common law, or under the express terms of the Hire Agreement and/or the Conditions for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the negligence of the Owner, its servants or agents or otherwise) which arise out of or in connection with the hire of the Rooms or their use by the Hirer or the provision of the Services and entire liability of the Owner under or in connection with the Hire Agreement and/or these Conditions shall not exceed the amount of the Hire Charge.

11.28 Without prejudice to the generality of Terms and Conditions, the Hirer shall be responsible for, and shall indemnify and hold the Owner harmless:

11.28.1 for any loss or damage, howsoever caused, to the Hirer's tools and equipment, or any tools, equipment or property belonging to any employees, agents, sub-contractors, or guests of the Hirer whilst in the premises and whether intended for use with the meeting space or not.

11.28.2 for any loss or damage to the premises arising out of the Hirer's use of the Rooms or the premises whether in connection with the meeting space or not including all acts and omissions of its employees, agents, subcontractors, and guests whilst in the premises.

11.28.3 from any and all claims, demands and causes of action asserted by any third party (including without limitation the Hirer's employees, agents, subcontractors or guests) for personal injury, death or loss of or damage to property resulting from the Hirer's negligence, except where such personal injury, death or loss of or damage to property is the result in whole or part of the Owner's negligence in which case the Hirer's indemnity shall be in proportion to its allocable share of joint negligence, if any.

## **12. Business Lounge**

12.1 Use of the business lounge is only permitted to one person per Account at any time. No guests may be permitted to attend concurrently.

12.1.1 Anybody entering the premises must sign in at entry to confirm the identity of User.

12.1.2 Use of the Business Lounge is only permitted to those registered at the address of usage.

12.2 Early arrival at the location is not permitted before opening times.

12.3 A Fair Usage Policy time limit is set to 8 Hours per Company per calendar month, unless authorised by the Owner or any servant/agent of the Business. You consent that usage of facilities will be logged by the Owner or any servant/agent of the Business to track adherence.

12.3.1 In the extent that the usage of the facilities has exceeded the monthly limit, the User must request in writing to the Owners in advance, whereupon an agreement may be made upon an additional fee.

12.4 A maximum occupancy for use of the Business Lounge areas is set at 15 people at any one time unless stated by the Owner or any servant/agent of the Business.

12.4.1 In the event that the facilities have reached maximum occupancy, the User accepts that it is beyond the Owners control that adequate space is provided; however, the use of the Meeting Rooms will not be made accessible through compensation but remains an option to be used as paid for through the listed standard rates protocol.

12.5 The Owner may at any time with undue notice, close the premises for any purpose and no compensation or refund shall be made.

12.6 All Users of the Business Lounge Areas are subject to the same Terms & Conditions as stated between Section 10 and 11. You should print a copy of these Terms of Business or save them to your computer for future reference.

## **13. Payments, Refunds, & Renewals**

13.1 All monies paid will be subject to the refund policy.

13.2 Payments can be made by debit or credit card using our online payment service.

13.2.1 All payments must be paid in GBP. Any fees incurred when taking/refunding payments is liable to the customer for payment.

13.2.2 Customer accounts will not be advanced until the order is paid in full.

13.2.3 A late fee of £10 +VAT will be applicable for any late repayments of services.

13.2.4 If we suspect a new account has been created to bypass any fees, obtain any discounts, including but limited to offers for new clients, the account will be suspended until the full payment is received. A refund will not be available.

13.2.5 If any attempts to bypass our T&Cs surrounding High-Risk Territories, a refund will not be applicable.

13.2.6 In the case of any duplicate payments, this will be allocated towards your services unless a refund is requested with 14 days. An admin fee will be applicable.

13.2.7 We reserve the right to pro-rata any payments received and amend your renewal date if a service is being used but not paid for. This also applies to the absence of payment of a late renewal fee.

13.3 No refunds for any reason will be considered for any paid periods unless requested within 14 days from date of order. Refunds, when applicable, will be processed within 30 days and can only be refunded back to the original payment method. All Refunds will be subject to a £10.00 or 10% admin fee, whichever is greater. Refunds must be requested via email to [refunds@mycosupport.co.uk](mailto:refunds@mycosupport.co.uk) to be considered.

13.3.1 No refunds are available if the company incorporation has been submitted, our address has been used anywhere online, for incompleteness or refusal to complete mandatory KYC, mail has been processed for the company, for any Ready Mades purchased, for meeting rooms, TAS messages have been sent, for renewal payments or if a MYCO Design brief has been returned to us.

13.3.2 In the absence of a missed promotion/discount/offer, no refunds will be given retroactively.

13.3.3 Any unclaimed Postal Deposit will not be refundable after 3 months from the service expiration date.

13.3.4 A partial refund will not be applicable for services not used.

13.3.5 A refund will not be applicable if fraudulent/suspected fraudulent documents have been used in the KYC onboarding process.

13.3.6 Any fees relating to KYC are non-refundable and will be taken in addition to the Admin Fee.

13.4 Transferring of services. Our services are sold per company. Service can be cancelled by account holder at any point, however any remaining service for that company cannot be transferred to a new company.

13.5 Renewals. A renewal notice will be sent out via email 30 days prior and at regular intervals before the date of renewal. If we do not receive confirmation of your payment to renew by the renewal date the service will stop without further notice. Mail will be returned to sender

immediately and calls will not be answered without notification, whilst parcels received will be disposed of.

13.6 Any renewals made after the cancellation date, but within the first six months of this, will retain its original renewal date. If the address has been used beyond the six months period, the renewal will also retain its original renewal date. If not, the date of the new payment will be used as the new renewal date.

13.6.1 Any renewals made after the first six months will require your KYC Documents to be resubmitted before your account with us is active again.

13.6.2 We reserve the right to refuse a renewal of any service for any reason.

13.7 Payments that have been disputed at your bank will result in the immediate suspension of your account. To reactivate your services, you will either need to cancel the charge back, or repay the fee needed for the service in addition to a £20 fee.

13.7.1 If multiple separate transactions have been disputed with your bank, and you wish to continue your services with us, you will need to pay the additional fees per transaction disputed.

13.8 Cancellation and Refund of Direct Debits. For clients who have opted to pay via Direct Debit and choose to cancel their services prior to the end of their billing cycle, no refunds will be issued for any unused services.

13.9 Billing Cycle. The billing cycle operates from the 15th day of each month to the 15th day of the following month. Payments are taken on the first working day of each month, and payment is due in accordance with the agreed payment method and terms.

13.10 Failed Direct Debits. Should a Direct Debit payment fail, this will result in suspension of services until the outstanding balance is settled. A late payment fee of £12 will also be applied on the following months payment.

## **14. Proof of ID & Address**

14.1 To comply with Anti-Money Laundering (AML) regulations and 'Know Your Customer' (KYC) requirements we must obtain proof of identification and proof of residential address documents for all account holders, payment cardholders, and every listed Officer on Companies House, who use our address, formation, secretarial and phone services.

14.1.1 In accordance with our Privacy Policy, we may engage the services of a third-party provider to perform Know Your Customer (KYC) checks on our customers. By using our services, you hereby consent to the verification of your KYC information by the designated third-party provider.

14.1.2 Where we are required under anti-money laundering regulations to carry out identity checks, we will pass your personal data to our third-party contractor SumSub, or such other provider as shall replace it for this purpose ("our provider"). Our provider will also collect personal data from you directly.

14.1.3 Under data protection legislation, we and our provider are permitted (subject to the rest of this section) to carry out such decision making because it is being done for a reason required by law (anti-money laundering checks) and is a reasonable, appropriate and proportionate way to achieve this requirement.

14.1.4 We or our provider will notify you in writing where a decision has been taken based solely on automated processing as soon as practicable after the decision has been taken.

14.2 Proof of ID accepted. Only Government issued valid photo identification will be accepted.

14.3 Proof of Address accepted. We require proof of personal residential address which must be dated within the last 3 months and must include the Account Holder's full name (abbreviations may not be accepted) and full address. Documents accepted: telephone bill, mobile bill, utility bill, mortgage statement, council tax bill, bank statement or credit card statement. If a client's address has changed, it is the client's responsibility to update their account with their new proof of address. If you provide us with multiple addresses, we will need the Proof of Address for each of these.

14.3.1 We do not accept proof of address for corporate/business entities.

14.3.2 Proof of Addresses must be written in the Latin Alphabet. If a translation is required, you will need to do this with either a notary or a solicitor and must provide their full contact details for verification.

14.3.3 Additional information may be required if your account is considered to be high-risk (at our discretion), such as if a different bank card was used that is not in the account holder's name.

14.4 Proof of ID and Address must be received within 7 days from date of order. Failure to do so will cause your account to be suspended. All mail received without ID documents being accepted and verified, will be returned to sender and parcels will be destroyed, without notification.

14.4.1 Services will not be activated until the correct ID documents have successfully been approved. If this has not been completed within 2 weeks of our request date, the account will also be terminated with no refunds.

14.4.2 If you have incorporated your company after KYC has been completed with us, your account may be suspended whilst any new additional officer information is sought.

14.5 In the case of failed communication for any reasons relating to your account, we reserve the right to pull data from documents submitted to us for continued contact.

14.6 In accordance with our obligations under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (as amended), all clients are required to complete Customer Due Diligence (CDD) and, where applicable, Enhanced Due Diligence (EDD) as a condition of receiving services. The client acknowledges that this requirement is disclosed prior to entering into this agreement.

14.6.1 Services will not be activated or provided until all required KYC/CDD documentation has been submitted to and approved by us to its reasonable satisfaction.

14.6.2 Fees paid at the point of signup are used in part to cover administrative and compliance costs incurred by us upon registration, including the initiation of identity verification and due

diligence checks. These costs are incurred regardless of whether the KYC/CDD process is completed by the client.

14.6.3 Accordingly, if the client fails to submit the required KYC/CDD documentation within 14 days of signup or refuses to participate in the KYC/CDD process at any stage, we reserve the right to terminate this agreement and no refund of fees paid will be issued.

14.6.4 For the avoidance of doubt, we are legally prohibited from providing services to any client who has not successfully completed the required CDD/EDD process, and a client's refusal to comply shall not entitle them to a refund on the basis of non-provision of services.

## **15. Cancellation of Service**

15.1 Cancellation by you. If you are not completely satisfied with our services for any reason, you can cancel this agreement at any time. For any applicable refunds, please refer to Section 13 above.

15.2 Cancellation by us. We reserve the right to suspend and/or cancel any service with immediate effect for any reason, including (but not limited to): non-payment, suspected use of our address for immoral or illegal activity, association to high-risk territories, use of our address to register a vehicle with DVLA, using our address for personal mail, inappropriate conduct, or anything we consider a misuse of our service.

15.3 Consequence of cancellation by us. Whereby services are suspended and/or cancelled by us before the end of an agreed term for any reason, we shall have no obligation to refund you for services already paid for, other services or any other loss or expense incurred.

15.4 Appropriate conduct. When you contact us, you are required to always conduct yourself courteously and appropriately and to comply with our procedures and/or requests with regard to conduct and respect for other clients, our property, our employees and their health and safety.

15.5 Inappropriate conduct. Conduct that we reasonably consider inappropriate or unacceptable, whether in person or on the telephone, includes (but not limited to) creating an inappropriate level of noise and/or any behaviour which other clients or members of staff may find intimidating, harmful, disruptive, or offensive in any way. We reserve the right to suspend and/or cancel any service with immediate effect due to anything we consider inappropriate conduct.

15.6 Bailiffs and Debt Collectors. We reserve the right to cancel the service you have with us if a bailiff or debt collector visits our premises. We further reserve the right to pass on your details to a bailiff or debt collector should this occur.

15.7 Disputed address on Companies House. It is client's legal responsibility to update Companies House with the right address. Once the service is cancelled/expired and our address is still in use on Companies House, we will take actions to remove the address as per Companies House procedures. Clients are notified where possible.

15.8 All complaints must be handled via email. To send a complaint about our services, please email [complaints@mycosupport.co.uk](mailto:complaints@mycosupport.co.uk). Any complaints not sent via email will not be considered.

## **16. Business Offers**

We have collaborated with our partners to carefully select several discounts and offers to support you, whatever your business needs.

16.1 Offers cannot be combined with any other discounts or promotions from the Registered Office (UK) Ltd.

16.2 Offers are non-transferable and cannot be redeemed for cash.

16.3 Offers are subject to availability and may be modified or discontinued at any time without notice.

16.4 Offers only apply to specific products or services as stated in the offer/s from our partners.

16.4.1 Once you have applied for an offer, some of your personal data, for example your email address, may be passed onto third parties.

16.5 Clients are responsible for any taxes or additional charges that may apply.

16.6 Refunds or exchanges will be made in accordance with each company's standard return policy and the Registered Office (UK) Ltd will not be held responsible for any issues regarding external partners.

16.7 Our partners reserve the right to cancel or modify their offer/s listed on their website at any time without notice.

16.8 Cookies are small text files that will be placed on your computer's hard drive through your web browser when you visit any partner website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies enable our partners web servers to identify you to us, and to track your actions and the pages you visit while you visit their website.

16.8.1 The cookies our partners use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period of time has passed. The default cookie length will vary for each partner.

16.8.2 By agreeing to these terms and conditions you consent to our partners use of cookies in accordance with this policy.

16.9 By redeeming an offer, clients agree to be bound by these terms and conditions.

## **17. Awin Affiliate Programme**

17.1 This programme is operated with Affiliate Window, one of the UK's leading affiliate networks. The following terms and conditions govern your participation in the MYCO Works affiliate programme (the "MYCO Works Affiliate Program").

In this document, "we" or "us" or "our" refers only to MYCO Works. By participating in the Affiliate Programme, you agree to be bound by these terms and conditions. If you do not agree to these terms and conditions, you should not participate in the Affiliate Programme.

17.2 To begin the enrolment process, you will submit a complete and accurate registration form. We will evaluate your application and aim to notify you of your acceptance or rejection within 2-3 working days. We reserve the right to reject any application for any reason, in our sole discretion.

17.3 As an affiliate, you will be provided with unique links to our website (the "Links"). You must use the Links in accordance with the terms and conditions of this agreement and in accordance with all applicable laws and regulations. You will be solely responsible for the placement and manner of displaying the Links on your website.

17.4 No current partners with the Registered Office (UK) Ltd trading as The London Office, MYCO Formations and MYCO Works can sign up to our affiliate programme.

17.5 Our programme applies to first time purchasers only. No further payments will be made for client renewals.

17.6 You will earn a commission on all sales of our products that are made through the Links on your website (excluding our 'Ready Made Companies' and 'Company Formation Only' packages). The commission rate is 10%, however may be subject to change at any time.

17.6.1 If a 20% off discount code has been used, we will deduct 10% off any commission you're entitled to, before authorising payment.

17.6.2 Our commission payment is based on the net value without VAT.

17.7 Payments will only be sent for transactions that have been successfully completed – no commission will be paid if an order has been cancelled by the client within 14 days of purchase.

17.7.1 Commissions will be paid on a monthly basis. New clients must have been with us over 14 days before payments are approved.

17.8 This agreement will begin upon our acceptance of your application and will end when terminated by either party. Either you or we may terminate this agreement at any time, with or without cause, by giving the other party written notice of termination.

17.9 We will not be liable for indirect, special, or consequential damages, or any loss of revenue, profits, or data, arising in connection with this agreement or the Affiliate Programme, even if we have been advised of the possibility of such damages. Further, our aggregate liability arising with respect to this agreement and the Affiliate Programme will not exceed the total commissions paid or payable to you under this agreement.

17.10 We may modify any of the terms and conditions contained in this agreement, at any time and in our sole discretion, by posting a change notice or a new agreement on our affiliate programme. Modifications may include, for example, changes in the scope of available commissions, commission schedules, payment procedures, and Affiliate Programme rules.

17.11 Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

17.12 Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies enable our web server to identify you to us, and to track your actions and the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period of time has passed. Our default cookie has a length of 30 days. By agreeing to these terms and conditions you consent to our use of cookies in accordance with this policy.

## **18. Compensation, Indemnity & Limitations of Liability**

18.1 Compensation. Due to the type of services, we provide, any compensation claim shall be limited in total to 1 month's service fee. We cannot accept any compensation claim that is the result of consequential loss to your business.

18.2 Indemnity. By accepting these terms, you fully agree to indemnify us from any such claim. You also fully agree to indemnify us from any claim arising from whatever reason, from a third party, and that any such claims will be handled solely and completely between yourself and the third party. If the third party fails to deliver on a service, we will not be liable, nor applicable to any form of refunds or compensation claims related to the service.

18.3 Limitations of Liability. We will under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract for, any loss of profits, sales, business, or revenue, loss or corruption of data, information or software, loss of business opportunity, loss of anticipated saving, loss of goodwill or any indirect or consequential loss.

## **19. Other Terms**

19.1 We may transfer our rights and obligations under a Contract to another organisation, but this will not affect your rights or our obligations under these Terms and Conditions.

19.2 You may only transfer your rights or your obligations under these Terms and Conditions to another person if we agree in writing.

19.3 The Contract is between you and us. No other person shall have any rights to enforce any of its terms under the Contracts (Rights of Third Parties Act) 1999.

19.4 Each of the paragraphs of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

19.5 If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to

comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

19.6 We shall use all reasonable endeavours to treat your confidential information as confidential.

19.7 Nothing in these Terms and Conditions shall be deemed to establish any partnership or agency relationship between the parties.

19.8 The headings of these Terms shall not affect interpretation.

19.9 The Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

19.10 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with a Contract or its subject matter or formation (including noncontractual disputes or claims).

19.11 Change of address. We reserve the right with 14 days written notice to change, amend or close any location (office or address). An alternative address will be offered. Should you choose not to use the newly offered or amended address you will not be entitled to a full or partial refund.

19.12 Notice of Disclosure. All mail items received, and business information acquired is treated as commercially confidential and will not be disclosed to anyone outside our company or partner companies we use in the provision of your service. We reserve the right, however, to provide information to the police or other investigative bodies where it is our belief that our services are being or have been used for criminal or fraudulent purposes.

## **20. Intellectual Property**

20.1 The copyright on this website belongs to Registered Office (UK) Ltd. All other intellectual property rights are reserved. All contents of this website are the copyrighted property of Registered Office (UK) Ltd and are protected by English and international copyright laws. You may not frame or use framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of Registered Office (UK) Ltd without our prior express written consent.

20.2 All copyright, trademarks and all other intellectual property rights on our website and its content (including without limitation the website design, structure, layout, text, graphics and all software and source codes connected with the website) are owned by or licensed to Registered Office (UK) Ltd or otherwise used by Registered Office (UK) Ltd as permitted by law.

20.3 All content on all websites owned by Registered Office (UK) Ltd is copyrighted and remains the property of Registered Office (UK) Ltd. No part of any of our websites, including images, text, source code, logos or other trademarked material may not be reproduced without written permission. Reproduction of any content taken from any of our websites shall be punishable under UK copyright law.

## **21. Anti-Money Laundering, Financial Sanctions & Terrorist Financing Policy**

21.1. Registered Office (UK) LTD ("the Company") is committed to complying with all applicable laws and regulations related to anti-money laundering (AML) in the United Kingdom. This policy outlines the measures and procedures the Company adopts to prevent its services from being used to facilitate money laundering, terrorist financing, or any other illegal activities.

21.2 This policy applies to all employees, contractors, and agents of the Company, as well as its clients and customers who use the virtual office services.

21.3 The Company shall designate the Operations Manager as the Compliance Officer ("CO") responsible for overseeing the implementation and adherence to this policy. The CO will have the authority to report any suspicious activity directly to the relevant authorities as required by law.

21.4 The Company will provide regular training to all employees and relevant personnel about financial sanctions laws, regulations, and the Company's obligations to comply with them. This training will be designed to raise awareness of the risks associated with noncompliance and to educate staff on how to identify and report potential sanctions violations.

21.5 Customer Due Diligence (CDD). Before providing any virtual office services, the Company shall conduct thorough customer due diligence to verify the identity of the clients. This includes obtaining and verifying the following information:

21.5.1 Individual clients: Full name, residential address, date of birth, and a valid form of government issued identification (e.g., passport or driver's license) and Proof of Address.

21.5.2 Corporate clients: Full company name, registered address, company registration number, details of beneficial ownership, and proof of the company's legal existence.

21.6 Enhanced Due Diligence (EDD). For clients who present a higher risk of money laundering or terrorist financing, the Company will perform enhanced due diligence measures. These may include obtaining additional information about the client's source of funds, business activities, and risk profile.

21.6.1 The Company will not engage in any business dealings, transactions, or provide services to individuals, entities, or countries that are in High-Risk Territories, Tax Havens or Transient Populations.

21.6.2 The Company will not knowingly facilitate or support any activity that is intended to evade financial sanctions. This includes, but is not limited to, assisting clients in concealing the true beneficiaries of transactions, engaging in complex structures to circumvent sanctions, or any other activity that undermines the spirit of sanctions regulations.

21.7 The Company will check if any client is a Politically Exposed Person (PEP) or a family member or close associate of a PEP. If such status is identified, the relationship will be terminated.

21.8 Before providing any virtual office services, the Company will conduct robust customer due diligence to verify the identity of the clients and ensure that they are not subject to any

financial sanctions. The CDD process will involve cross-referencing client information with relevant sanctions lists to confirm compliance.

21.9 The Company will continuously monitor its clients' activities to detect any suspicious behaviour or transactions that may indicate potential money laundering or terrorist financing. This includes regular reviews of client information, transaction patterns or contents of mail.

21.10 If any employee or agent of the Company suspects or has reason to believe that a client is involved in money laundering or terrorist financing, they must immediately report it to the CO.

21.11 The Company will not knowingly facilitate or support any activity that is intended to finance terrorist organisations or acts. This includes, but is not limited to, accepting or processing funds from sources known or suspected to be involved in terrorist financing.

The CO will then assess the situation and, if necessary, file a suspicious activity report (SAR) to the appropriate authorities as required by law.

21.12 The Company will maintain appropriate records of customer due diligence information, transaction records, and any relevant communications. These records will be retained for the required period as mandated by UK laws and regulations.

21.13 The Company will conduct periodic reviews of its AML policies and procedures to assess their effectiveness and make necessary improvements to ensure ongoing compliance with AML regulations.

21.14 The Company will maintain appropriate records of customer due diligence information, transaction records, and any relevant communications related to terrorist financing detection and reporting. These records will be retained for the required period as mandated by UK laws and regulations.

21.15 The Company shall cooperate fully with relevant authorities, including but not limited to law enforcement and regulatory agencies, in any investigations related to money laundering, terrorist financing, or other illegal activities.

21.16 This Anti-Money Laundering Policy shall be made available to all employees, contractors, and clients of the Company, either through the Company's website or other appropriate means.

21.17 By adhering to this Anti-Money Laundering Policy, Registered Office (UK) LTD is dedicated to upholding the highest standards of integrity and ethical conduct while actively preventing the misuse of its services for illegal purposes.

## **22. Promotions and Competition Rules**

22.1. Eligibility: This offer is available only to new customers making their first purchase.

22.2 Offer Details: A discount of 10% will be applied to the total order value (exclusions apply) when using the discount code.

22.3 Promotion Code: The discount code will be sent via email. Enter the code at checkout to receive the discount.

Exclusions: Discount does not apply to the following products or services:

- a. Ready-Made Companies
- b. Legal Document packs
- c. Company Formation packages
- d. Secretarial Services
- e. Registered Office Address/Registered Office and Director Service Address

22.4 Offer Validity: Discount is valid for first-time orders only and cannot be used for subsequent purchases.

22.5 Non-transferable: The offer is non-transferable and cannot be exchanged for cash or credit.

22.6 Changes to Offer: Registered Office (UK) Ltd reserves the right to modify or cancel the offer at any time without prior notice.

22.7 Refunds: Regarding the refund - see section 13.

Updated 10/04/2026