

Volteric Limited – Terms of Service

Version 2.0 – Effective 26th February 2026

1. Company Information

1.1 These Terms of Service ('Terms') are issued by Volteric Limited, a company registered in England and Wales under company number 16812414, with its registered office at Unit 29 Highcroft Industrial Estate, Enterprise Road, Horndean, PO8 0BT ('Volteric', 'we', 'us', or 'our').

1.2 Our website is <https://volteric.com> and we can be contacted at support@volteric.com

2. Acceptance of Terms

2.1 By accessing or using any services by Volteric Limited, you ('you', 'the customer', 'user', or 'client') agree to be bound by these Terms and our Privacy Policy.

2.2 If you do not agree, you must not access or use our services.

2.3 We may update these Terms from time to time. The most recent version will be available on our website, showing the date of the latest update. Continued use of our services after any such changes constitutes acceptance of the revised terms.

3. Service Provision and Termination

3.1 Volteric Limited provides digital services and related products as described on our website.

3.2 We reserve the right to suspend or terminate any service for:

- (a) non-payment or breach of these Terms;
- (b) compliance with legal obligations or law-enforcement requests;
- (c) protection of our systems' security or integrity; or
- (d) where we reasonably believe continued service may expose Volteric Limited to legal, regulatory, or security risk.

3.3 Where reasonably practicable, we will notify you prior to suspension or termination.

3.4 We reserve the right to refuse service to any person or entity at our sole discretion, including prior to account activation.

4. Liability

4.1 Volteric Limited will exercise reasonable skill and care in providing its services.

4.2 We are not liable for interruptions or losses caused by events beyond our reasonable control ('force majeure'), your own actions, or indirect/consequential loss.

4.3 Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be lawfully excluded under UK law.

4.4 To the fullest extent permitted by law, Volteric Limited's total aggregate liability arising out of or in connection with the services, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed the total fees actually paid by you to Volteric Limited in the twelve (12) months immediately preceding the event giving rise to the claim.

4.5 To the fullest extent permitted by law, Volteric Limited shall not be liable for:

- (a) loss of profits;
- (b) loss of revenue;
- (c) loss of business opportunity;
- (d) loss of data;
- (e) reputational damage; or

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(f) any indirect, special, or consequential loss.

Nothing in this clause limits liability where it cannot lawfully be excluded.

5. Registration and Account Information

5.1 You agree that all information provided to Volteric Limited is accurate, complete and up to date.

5.2 You must be at least 13 years of age to create an account. If you are under 18, you confirm that you have obtained consent from your parent or legal guardian.

5.3 By registering, you consent to the collection and processing of your personal data in accordance with our Privacy Policy and the UK General Data Protection Regulation (UK GDPR).

5.4 You are responsible for maintaining the confidentiality of your account credentials for all activities conducted through your account.

5.5 You agree to notify us immediately of any unauthorised use or suspected breach of security affecting your account.

6. Payments and Refunds

6.1 All payments must be made in advance and are processed through approved payment processors. All prices are stated in British Pound Sterling (GBP) and include VAT where applicable.

6.2 Unless otherwise specified, Volteric Limited services are provided on a subscription or recurring basis. You are responsible for cancelling any recurring payment instructions when you no longer require the service.

6.3 Refunds

(a) If you are a consumer purchasing online, you may have a statutory 14-day cooling-off period under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

(b) This right may be waived if you request that your service begins immediately and acknowledge that you lose your right to cancel once service delivery has started.

(c) Outside the statutory cooling-off period, refund requests will be considered at the discretion of our billing department and may be refused without justification.

(d) Refunds will exclude transaction or processing fees unless the service cannot be delivered by Volteric Limited.

(e) Refunds may take up to thirty (30) days to process.

6.4 We reserve the right to amend pricing, billing cycles, or product offerings by providing seven (7) days' notice via email or other reasonable means.

7. Acceptable Use

7.1 You must not use any Volteric Limited service for unlawful, abusive or harmful purposes, including (without limitation):

(a) hosting or distributing malware, spam, or phishing content;

(b) harassment, threats or hate speech;

(c) infringing third-party intellectual property rights;

(d) cryptocurrency mining or resource-intensive scripts;

(e) hosting or distributing pornographic, obscene, or extremist material;

(f) conducting denial-of-service or brute-force attacks; or

(g) any activity prohibited by the laws of the United Kingdom or jurisdiction where your service is hosted.

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7.2 Services described as ‘unmetered’ or ‘unlimited’ are subject to fair use. We may restrict or suspend access to prevent adverse impact on network performance or other users.

7.3 We may investigate any suspected breach of this clause and take appropriate action, including service suspension or termination and reporting to relevant authorities.

8. Abuse Reporting and Enforcement

8.1 If we receive an abuse complaint (including a copyright or DMCA notice), we will forward it to the responsible customer for response.

8.2 If no satisfactory response is received within 12 hours, the affected service may be suspended.

8.3 If no response is received within three (3) days following suspension, the service may be permanently terminated, and associated data deleted.

8.4 Repeated or serious abuse reports may result in a permanent refusal of service.

8.5 Notwithstanding termination or deletion, we may retain relevant data where required for legal, regulatory, fraud prevention, or evidential purposes.

9. Disruption and Downtime

9.1 You must not attempt to disrupt or interfere with Volteric Limited services or networks in any way, including through denial-of-service attacks, unauthorised access or network probing.

9.2 If you are found to have engaged in disruptive activity, we may suspend or terminate all associated services immediately and, where necessary, report the matter to law enforcement.

9.3 While Volteric Limited aims to maintain high service availability (typically 99% uptime), service availability may be affected by maintenance, network issues, or external factors beyond our control.

9.4 Compensation for downtime may be offered at our discretion but is not guaranteed. Downtime credits, if offered, shall constitute your sole and exclusive remedy for service interruptions.

9.5 You are solely responsible for maintaining independent backups of your data unless a separate managed backup service is expressly agreed in writing. Volteric Limited accepts not liability for data loss.

10. Legal Compliance and Cooperation

10.1 We may disclose customer information to law enforcement or government authorities where required by law or valid legal process.

10.2 Communications between customers and Volteric staff may be logged and archived for quality assurance, dispute resolution, or legal compliance. Personal data within such records will be redacted where appropriate.

10.3 Upon purchase of a service or subscription, you authorise Volteric Limited to modify, access, or manage your service where necessary to provide support, resolve incidents, or maintain system security.

11. Lawful Use and Sanctions Compliance

11.1 Volteric Limited provides services solely to individuals and organisations engaging in lawful activities. By purchasing or using our services, you warrant and represent that:

(a) you will use the services only for lawful purposes;

(b) your activities comply with all applicable laws and regulations in the United Kingdom and any jurisdiction in which you operate;

(c) you are not subject to sanctions, trade restrictions, export controls, or prohibitions imposed by the United Kingdom or any other applicable authority; and

(d) you are not acting on behalf of, or for the benefit of, any person or entity subject to such restrictions.

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11.2 We reserve the right to request reasonable information or documentation to verify compliance with this clause.

11.3 We may immediately suspend or terminate services without notice if we reasonably suspect a breach of this clause.

12. Content Monitoring and Removal

12.1 Volteric Limited does not actively monitor all customer content but reserves the right to review, investigate, or remove content at its sole discretion and without prior notice.

12.2 We may suspend, restrict, disable access to, or permanently remove any content or service that:

- (a) is unlawful or suspected to be unlawful;
- (b) breaches these Terms;
- (c) infringes third-party rights;
- (d) exposes Volteric Limited to legal, regulatory, or reputational risk; or
- (e) is subject to a valid complaint, court order, or law-enforcement request.

12.3 We shall not be liable for any loss arising from the removal, suspension, or restriction of content under this clause.

13. Indemnity

13.1 You agree to indemnify, defend, and hold harmless Volteric Limited, its directors, officers, employees, and affiliates from and against any and all claims, liabilities, damages, losses, costs, or expenses (including reasonable legal fees) arising out of or relating to:

- (a) your use of the services;
- (b) your breach of these Terms;
- (c) any content hosted, transmitted, or distributed using your services; or
- (d) any violation of applicable law or third-party rights.

13.2 This indemnity shall survive termination of your services or account. The obligations under this clause shall apply whether or not Volteric Limited has been negligent, except where liability cannot be excluded under applicable law.

14. Governing Law and Jurisdiction

14.1 These terms are governed by and construed in accordance with the laws of England and Wales.

14.2 The parties agree that the courts of England and Wales will have exclusive jurisdiction over any dispute arising from or relating to these Terms or your use of Volteric Limited services.

15. Contact

15.1 Questions about these Terms or your account should be sent to:

Email: legal@volteric.com

Postal Address: Volteric Limited, Unit 29 Highcroft Industrial Estate, Enterprise Road, Horndean, PO8 0BT, United Kingdom

16. Severability

16.1 If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

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17. Entire Agreement

17.1 These Terms, together with our Privacy Policy and any specific service agreements, constitute the entire agreement between you and Volteric Limited regarding the use of our services and supersede any prior agreements or communications.