

**Lux Virtual Offices**
**Terms of Business**

**1. Introduction**
These Terms of Business ("Terms") govern the provision of virtual office services by **Lux Offices** ("we," "us," "our") to the client ("you," "your"). By using our services, you agree to be bound by these Terms.

**2. Services Provided**
We offer the following virtual office services:

* **Mail Handling**: Receipt and processing of your business mail.
	+ **Mail Scanning Service**: Mail is scanned and emailed to you as it is received.
	+ **Mail Collection Service**: Mail is stored for in-person collection at our offices.
* **Use of Address**:
	+ For registration with **Companies House**.
	+ For use on marketing materials and business correspondence.
* **Meeting Room Access**: Ability to book meeting rooms at our premises for an additional cost.

**3. Pricing & Payment Terms**

* **Mail Scanning Service**: £19.99 + VAT per month.
* **Mail Collection Service**: £9.99 + VAT per month.
* **Payment Terms**:
	+ All services are billed **6 months in advance** and automatically renewed every 6 months unless cancelled.
	+ Payments are due in full prior to the start of the service period.
	+ Invoices will include VAT at the prevailing rate.

**4. Client Obligations**

* **Proper Use of Address**: The provided address must be used solely for lawful business purposes, including Companies House registration and marketing materials.
* **Prohibited Activities**: You may not use our address or services for any illegal, fraudulent, or unethical activities.
* **Accurate Information**: You must ensure that all information provided to us is accurate and up-to-date.



**5. Mail Handling Policy**

* **Mail Scanning**: We will scan and email mail as it is received. We are not responsible for the content or condition of the scanned items.
* **Mail Collection**: Mail will be securely stored for in-person collection. Uncollected mail for over 3 months may be returned to sender or securely destroyed.
* **Liability**: We are not liable for lost, delayed, or misdirected mail beyond our control.

**6. Meeting Room Access**

* Meeting rooms can be booked separately and are subject to availability.
* Additional terms may apply to meeting room bookings.

**7. Termination & Cancellation**

* **Termination by You**: You may cancel your service at any time. However, no refunds will be issued for unused portions of the prepaid 6-month period.
* **Termination by Us**: We reserve the right to terminate services immediately if you breach these Terms, particularly in cases of illegal activity or misuse of the address.
* **Notice Period**: No minimum term applies, but services must be cancelled prior to the next billing cycle to avoid renewal.

**8. Limitation of Liability**

* We shall not be liable for any indirect, incidental, or consequential losses arising from the use of our services.
* Our total liability under these Terms shall not exceed the total amount paid by you for services in the preceding 6 months.

**9. Data Protection**

* We will handle your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and our Privacy Policy.

**10. Governing Law**
These Terms shall be governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

**11. Contact Information**
For any questions regarding these Terms or our services, please contact us at:

**Lux Offices**
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