

# Terms and Conditions

**Effective Date:** [Insert Date]

Welcome to BAL Consultants. By accessing or using our website (<https://bal-it.com>), purchasing products, or subscribing to our services, you agree to be bound by these Terms and Conditions. If you do not agree, please do not use our services.

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## 1. About Us

BAL Consultants is a UK-based IT services business operating as a sole trader. We provide home-network content filtering and AdBlocker solutions, along with optional ongoing support services.

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## 2. Product Warranty

All hardware sold by BAL Consultants includes a limited three (3) month warranty from the date of purchase. This warranty covers manufacturing defects only. It does not cover damage caused by accident, misuse, or unauthorised modification.

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## 3. Right to Refuse Service

We reserve the right to refuse service at our discretion. Abuse, harassment, or threatening behaviour toward our staff—whether in person, by phone, or online—will not be tolerated under any circumstances.

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## 4. Data Collection and Privacy

- We do not collect or store user browsing data.
  - We do collect telemetry data from devices we install. This data helps us monitor device health and performance, provide proactive support, and assist users remotely.
  - Please see our Privacy Policy for more detailed information on how we handle personal data.
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## 5. Remote Support

- A monthly subscription includes one free remote support call per billing cycle.
- Additional support calls are charged at our standard hourly rate.

- In-person visits incur a minimum charge of one hour, regardless of the duration of the fix, to cover travel and call-out expenses.
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## **6. Subscription and Support**

- A monthly subscription can be purchased up to 6 months after initial product purchase at no additional cost.
  - After this period, a support plan may still be purchased, but a minimum 1-hour support charge at the advertised rate will be required, along with a new registration to our website.
  - The monthly subscription covers one device in one household.
  - If you require support for multiple devices, each must have its own support plan.
  - If you are purchasing multiple devices and wish to set up support for them all, please contact us via our Contact page so we can help design a suitable plan for your needs. This may fall outside of our standard pricing model.
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## **7. Charges and Billing**

- Any support beyond the included services is billable at our standard hourly rate.
  - In-person visits are charged a minimum of one hour per call-out.
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## **8. Use of Our Website**

All content, images, text, and other materials on this site are the property of BAL Consultants unless otherwise stated. You may not copy, distribute, or use any materials without prior written consent.

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## **9. Limitation of Liability**

BAL Consultants is not liable for any indirect, incidental, or consequential damages resulting from the use of our products or services.

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## **10. Changes to Terms**

We reserve the right to update or amend these Terms and Conditions at any time. Any updates will be published on our website. Continued use of our services implies acceptance of the latest version of these terms.

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## **11. Contact Information**

If you have any questions about these Terms and Conditions, please get in touch via the Contact section of our website or by emailing [Insert Business Email].

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## **12. Jurisdiction**

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

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## **13. Entire Agreement**

These Terms constitute the entire agreement between BAL Consultants and the customer regarding our services and supersede any prior agreements.

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## **14. Data Retention and GDPR Compliance**

In compliance with the UK General Data Protection Regulation (UK GDPR):

- If you register on our website but do not purchase a product, we will retain your personal information for up to 6 months from the registration date. After this period, your account and associated data will be deleted.
- If you purchase a product but do not subscribe to the support plan, your data will be retained for 6 months from the date of purchase.
- If you purchase a product with a monthly support subscription, we retain your information for the duration of your active subscription, plus an additional 6 months after your last subscription terminates.

These retention periods allow us to fulfil warranty obligations, manage support history, and maintain service quality. You may contact us at any time to request access, correction, or deletion of your personal data, subject to our legal obligations.