

## **TeslaOne Terms and Conditions – 01/09/2009**

1. The owner of this web site is TeslaOne Limited whose address is 10 Berkeley Square, 33 Notte Street, Plymouth, PL1 2AZ ('TeslaOne'/'we'/'us'/'our'). Registration number 06814714.
2. Your contract for purchases made through the Site is with TeslaOne, and you undertake that any and all services ordered by you are for your own commercial use only.
3. You must be eighteen years old to use this site. If you are under eighteen, you may only use the site in conjunction with, and under the supervision of, a parent or guardian. If you do not qualify, please do not use the site.
4. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of services you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the services, you will receive a full refund.
5. No contract for the sale of any service will subsist between you and TeslaOne until TeslaOne activates the service(s) ordered. We will confirm that the service(s) have been activated by a confirmation email. This confirmation e-mail amounts to an acceptance by TeslaOne of your offer to buy services from TeslaOne or a third party supplier that is engaged on your behalf by TeslaOne (whether or not you receive that e-mail).
6. You agree that e-mail can be used as a long-distance means of communication.
7. This confirmatory e-mail will contain all relevant statutory information concerning your contract.
8. The confirmatory e-mail will also contain a link to these terms and conditions.
9. You must check that the details on this confirmatory e-mail are correct as soon as possible and you should print out and keep a copy of it.
10. TeslaOne will not pass on your personal or credit or debit card details to any third party except where an additional security check may be deemed necessary. We shall be entitled to process your data in accordance with the terms of our Privacy Policy. Please view this document for further information.
11. You undertake that all details you provide to TeslaOne for the purpose of ordering or purchasing services are correct, that the credit or debit card you are using is your own and that there are sufficient funds to cover the cost of the goods or services ordered.
12. You must choose a username and password on completion of registration. You are responsible for all actions taken under that username and password and shall only use the Site under your own username and password. You must make every effort to keep your password safe and should not disclose it to anyone. If it is compromised, you must change it. You may not transfer or sell your username to anyone, nor permit, either directly or indirectly, anyone to use your username or password.
13. If there are any changes to the details supplied by you it is your responsibility to inform TeslaOne as soon as possible.
14. All purchases are non-exchangeable, non-refundable and non-transferable.
15. You may cancel your order at any time prior to your order being processed. We will accept cancellations by telephoning 0800 410 2444 during normal office hours. You may also withdraw from the contract at any time after the service has been activated and you have received our email confirming your order but no later than 7 working days after the day after you receive the service by:
  - i. sending the notice of cancellation by email to [solutions@teslaone.com](mailto:solutions@teslaone.com) ensuring that you quote your name, address and order reference number; or
16. Once TeslaOne receive notification from you that you wish to withdraw from the contract (in accordance with these terms), any sum debited to TeslaOne from your credit card in relation to your order will be re-credited to that credit card account as soon as possible and in any event within 30 days of your order.
17. You agree to indemnify and hold us harmless against any claim or action brought by third parties, arising out of or in connection with any feedback, ratings or reviews posted by you on the website, including the violation of their privacy or intellectual property rights.