



GO VERTICAL – TERMS & CONDITIONS FOR SUPPLY OF SERVICES (BUSINESS CUSTOMERS)

1. Application and Entire Agreement

These Terms and Conditions apply to all services supplied by GO Vertical Limited (“GO Vertical”) to business customers (“the Client”). A contract is formed when a quotation is accepted, a purchase order is issued, or the Client instructs GO Vertical to proceed. These Terms constitute the entire agreement and override any other terms unless expressly agreed in writing.

2. Scope of Services

GO Vertical shall provide the services described in the agreed quotation (“the Services”). The Services shall be carried out with reasonable care and skill, having regard to applicable legislation, guidance, and industry good practice. Nothing in these Terms constitutes a guarantee of outcomes or results.

3. Quotations

Quotations are valid for 30 days unless otherwise stated. All quotations are based on information supplied by the Client and may be revised if that information changes. Unless stated otherwise, prices exclude VAT, travel, accommodation, third-party costs, and specialist equipment hire.

4. Risk Assessments and Method Statements (RAMS)

Where required, GO Vertical shall prepare and provide appropriate risk assessments and method statements (RAMS). RAMS are prepared as working documents based on information provided by the Client and known site conditions at the time of preparation and do not represent an exhaustive identification of all hazards or risks. GO Vertical reserves the right to amend RAMS or suspend work if site conditions change or additional hazards are identified.

5. Client Responsibilities

The Client shall provide safe access to the site, accurate information regarding hazards and site conditions, and obtain all necessary permissions and consents. The Client retains responsibility for the overall management and safety of its site and personnel, except where responsibility is expressly assumed by GO Vertical in writing.

6. Fees and Additional Charges

Fees shall be as set out in the quotation. GO Vertical may charge additional fees for variations, delays outside its control, travel, accommodation, or additional equipment or personnel requested by the Client.

7. Invoicing and Payment

Invoices shall be payable within 30 days of invoice date unless otherwise agreed. GO Vertical reserves the right to suspend services where payment is overdue. Interest may be charged on late payments at 4% per annum above the Bank of England base rate.

8. Cancellations and Variations

If the Client cancels confirmed services with less than 14 days' notice, up to 100% of fees may be payable. Cancellations between 14 and 28 days may incur charges of up to 50%. Any variations must be agreed in writing and may result in revised fees or schedules.

9. Health, Safety and Authority

GO Vertical personnel have authority to stop or modify work where safety is compromised. Decisions relating to safety, methods, and conditions rest with GO Vertical and are final. Nothing in these Terms requires GO Vertical to work in unsafe conditions.

10. Insurance

GO Vertical maintains appropriate Public Liability and Professional Indemnity Insurance. Evidence of insurance will be provided upon reasonable request.

11. Liability

GO Vertical's total liability shall not exceed the total fees paid for the Services. GO Vertical shall not be liable for indirect or consequential loss, loss of profit, or business interruption. Nothing in these Terms shall impose liability beyond that which would arise under English law, nor exclude liability for death or personal injury caused by negligence.

12. Indemnity

The Client shall indemnify GO Vertical against losses arising from inaccurate information, unsafe site conditions outside GO Vertical's control, or acts or omissions of the Client or third parties.

13. Intellectual Property

All intellectual property, including RAMS and reports, remains the property of GO Vertical unless otherwise agreed in writing.

14. Data Protection and Confidentiality

Each party shall comply with applicable data protection legislation. Confidential information shall not be disclosed without consent unless required by law.

15. Force Majeure

Neither party shall be liable for failure or delay due to events beyond reasonable control, including adverse weather or government restrictions.

16. Governing Law

These Terms and Conditions are governed by the laws of England and Wales and subject to the exclusive jurisdiction of its courts.