

# Ember Cowork - Terms & Conditions

## Terms and Conditions: Virtual Office Package

These Terms and Conditions ("Terms") apply to the Virtual Office service ("Service") offered by Ember Cowork ("We," "Us," or "Our"), located in Liverpool, UK. By purchasing or using the Virtual Office service, you ("Client," "You," or "Your") agree to comply with these Terms.

### 1. Service Details

#### 1.1. The Virtual Office service includes the following benefits:

- Use of the Ember Cowork address as your business address
- 10 free monthly post-scans sent directly to your email inbox.
- Membership to the Ember Cowork family.

### 2. Contract Term and Fees

2.1. The Virtual Office service is offered on a rolling 3-month contract basis with a 30-day notice period for cancellation.

2.2. The monthly fee for the Virtual Office service is £29, payable in advance.

2.3. A one-off setup fee of £29 is required at the time of registration.

### 3. Payment and Billing

3.1. All payments must be made in advance. Late payments may result in suspension of the service until the outstanding amount is cleared.

3.2. No refunds will be issued for services unused during the contract period.

### 4. Post-Scanning Service

4.1. Clients are entitled to 10 free post-scans per month. Additional scans will be charged at a rate specified at the time of request.

4.2. Ember Cowork is not responsible for the contents of the scanned post or any delays in email delivery caused by technical issues.

### 5. Liability and Indemnity

5.1. Ember Cowork is not liable for the loss, theft, or damage of mail items handled as part of the Virtual Office service.

5.2. Clients agree to indemnify Ember Cowork against any claims, damages, or expenses arising from their use of the Virtual Office service.

## **6. Changes to Terms**

6.1. Ember Cowork reserves the right to update these Terms. Clients will be notified of any changes, which will take effect 30 days after notification.

## **7. Governing Law**

7.1. These Terms are governed by the laws of England and Wales. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts in Liverpool, UK.

## **Contact Us**

If you have any questions about these Terms, please contact us at:

Ember Cowork, 41 Stanhope Street, Liverpool, L8 5RE  
[rebecca@emberco.work](mailto:rebecca@emberco.work)