WEBSITE TERMS OF USE

V1 · Effective 8 Oct 2026 · SHA-256 71553e9699ee

Syncera UK Ltd · registered in England and Wales, company number 17170367 · registered office 2 High Street, Poole, England, BH15 1BW

Terms of use for syncerauk.com.

These terms cover your use of our website, syncerauk.com ("the site"). By using the site you agree to them; if you don't, please don't use it. Every page links to them, and this page shows the version in force and its date. They cover syncerauk.com only: our Syncera Mobile shop at mobile.syncerauk.com is covered by your mobile terms.

1. Who we are.

Syncera UK Ltd, a private limited company registered in England and Wales (company number 17170367), registered office 2 High Street, Poole, England, BH15 1BW. VAT number 525 5889 53. ICO registration ZC141252. Syncera Mobile is a brand of Syncera UK Ltd. Write to us at Syncera UK Ltd, 20 Wenlock Road, London N1 7GU, or email hello@syncerauk.com.

2. What these terms don't cover.

These terms are about the site itself. Anything you buy or join has its own terms, and they win if they disagree with these:

- **Syncera Mobile:** syncerauk.com/legal/mobile-service-terms ("your mobile terms") and your contract summary;
- **the Syncera app:** syncerauk.com/legal/app-terms;
- **Energy:** we are not an energy supplier; if you switch, your contract is with the supplier;
- **working with us:** what you agree on our staff portal.

3. Using the site.

You can use the site for free. Use it lawfully and honestly. Don't:

- try to get into parts of the site or our systems not meant for you, or test them for weaknesses without our agreement;
- interfere with the site, overload it, or get round the limits on our forms;
- send anything false or abusive through our forms, or someone else's information without their agreement;
- send spam, viruses or other harmful code.

If you find a security weakness, tell us at hello@syncerauk.com and don't use it. If you break these terms, we may block your access to the site or its forms.

4. What belongs to us.

The site and its content (words, the Syncera name and wordmark, photos, design, the way our information is arranged, and the code) are owned by us or our licensors. You may read the site, print or save pages for your own use, share links, and quote a short passage if you say where it comes from. Without our written agreement, you may not copy or republish a substantial part of the site or its information (for example our plans and prices), use the Syncera name in a way that suggests we work with or endorse you, or show the site inside a frame on another site. Nothing here stops what the law allows anyway, such as quotation for criticism or review.

5. Robots.

Search engines and AI services may crawl and index the site; our robots.txt allows them all. Apart from that, don't use robots or scrapers to copy the site's content in bulk, or bots to send our forms, without our written agreement.

6. What the site tells you.

We keep the site accurate, but it is general information and may contain a mistake; please tell us if you spot one.

Prices. Syncera Mobile prices on the site include VAT. You order in our shop, and the deal is your contract summary and your mobile terms; a price shown here does not by itself make a contract. Each plan has a contract summary, published at syncerauk.com/legal/mobile-contract-summary, which we give you before you pay; that summary and your mobile terms are the deal you agree to. If anything the site told you about a plan counts as part of your contract under the law, it still counts.

Coverage information is a guide, not a promise.

Pay. What our Join us pages say about pay and commission describes our roles as they stand when you read them. Partner figures shown "+VAT" exclude VAT. What applies to you is the contract or agreement you sign.

7. Our forms.

Our contact form and cancellation form send what you write to our team, and you get a reference on screen. A complaint or cancellation sent through the site counts the same as one sent any other way, from the day you send it. If you send many messages quickly, a form may ask you to wait or to email us instead. Sending a question doesn't create a contract.

8. Links.

The site links to our other sites (the Syncera app, our shop, our staff portal) and to others, such as LinkedIn, Google Maps, Ofcom, the ICO and CISAS, which we don't run and aren't responsible for. Links starting syncerauk.com/q/ (QR codes) or syncerauk.com/r/ (someone's referral link) tell us which code or whose referral brought you; we may pay the person who referred you. You may link to any page fairly, without suggesting we endorse you.

9. Availability.

The site is free, and we don't promise it will always be available or fault-free. If it is down, you can still reach us by email, by post or at our stands.

10. If something goes wrong.

We provide the site with reasonable skill and care. If we break these terms, we are responsible for foreseeable loss you suffer. The site is free and for personal use, so we are not responsible for business losses. Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not let us limit, or takes away your rights as a consumer.

11. Your information.

How we use your information is in our privacy notice at syncerauk.com/legal/privacy. The site sets no cookies.

12. Changes.

We show a new version on this page, with the date it takes effect, usually at least 14 days before that date; a change needed for security or the law can take effect at once. The version in effect on the day you use the site applies.

13. The law.

If part of these terms is unenforceable, the rest still applies. Only you and we can enforce them. The law of England and Wales applies, and its courts have jurisdiction; if you live in Scotland or Northern Ireland, you can bring proceedings in your own courts and keep the protection of your local law.

14. Contact.

Questions about the site: hello@syncerauk.com. Questions about your information and data rights: privacy@syncerauk.com. Post: Syncera UK Ltd, 20 Wenlock Road, London N1 7GU.