

SERVICE SPECIFICATION

Introduction:

Soil Link Ltd offers a digital platform tailored for the construction industry. This policy outlines the scope of services provided by Soil Link and sets expectations for users regarding registration, support, and limitations of services.

Service Offerings:

Soil Link will:

- Facilitate the registration of individual users and user companies on its digital platform.
- Provide technical support for the use of Soil Link platform through our customer support team.
- Endeavor to respond to queries raised via email at support@soil-link.co.uk within 24 hours, Monday to Friday, between standard operating hours (09:00 hrs - 17:00 hrs).

Limitations:

Soil Link will not:

- Offer regulatory, legal, technical, commercial, or operational advice to users.
- Verify, vest, or authenticate the financial position of any users or companies. It is the responsibility of users to conduct their own due diligence.
- Provide advice or assistance regarding the content of listings and bids on the Soil Link platform.

References:

Soil-Link Marketplace - Terms and Conditions.
Acceptable Use Policy.

BREACH OF THIS POLICY

When we consider that a breach of this acceptable use policy has occurred, we may take such action as we deem appropriate.

Failure to comply with this acceptable use policy constitutes a material breach of our website terms and conditions WEBSITE TERMS AND CONDITIONS upon which you are permitted to use our site, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site.
- Immediate, temporary or permanent removal of any Contribution uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary or as required by law.

We exclude our liability for all action we may take in response to breaches of this acceptable use policy. The actions we may take are not limited to those described above, and we may take any other action we reasonably deem appropriate.