W O R K S T A T I O N

Terms of Service

Legal agreement between you and Workstation Solutions Ltd (trading as Workstation AI)

Last updated: November 10, 2026 · Effective: November 24, 2026

Introduction

These Terms of Service ("Terms", "Agreement") govern your access to and use of Workstation AI's website, services, and products (collectively, the "Service"). By accessing or using the Service, you agree to be bound by these Terms. If you disagree with any part of the terms, you may not access the Service. Nothing in these Terms affects your statutory rights as a consumer.

1. Who We Are

The Service and the products sold at shop.workstation.co.uk are provided by Workstation Solutions Ltd, a company registered in England and Wales with company number 11641870, whose registered office is at The Courtyard, 77-79 Marlowes, Hemel Hempstead, Hertfordshire HP1 1LF, United Kingdom. We trade as Workstation and Workstation AI. You can contact us at legal@workstation.co.uk or +44 7515 356 146.

2. Definitions

For purposes of these Terms:

- **"Service"** refers to the Workstation AI platform, website, API, software, and all related services
- **"User", "You"** refers to the individual or entity accessing or using the Service
- **"Company", "We", "Us", "Workstation AI"** refers to Workstation Solutions Ltd (company number 11641870)
- **"Products"** refers to hardware, components and other goods you buy from us, including at shop.workstation.co.uk
- **"Consumer"** refers to an individual acting for purposes wholly or mainly outside their trade, business, craft or profession; **"Business Customer"** refers to anyone else
- **"Content"** refers to all data, text, software, code, images, and other materials
- **"Account"** refers to your registered user account on the Service
- **"Subscription"** refers to your paid access plan to the Service

3. Acceptance of Terms

By creating an account, accessing the Service, or clicking "I Agree", you acknowledge that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you are using the Service on behalf of an organization, you represent and warrant that you have authority to bind that organization to these Terms.

4. Account Registration and Security

Account Creation

- You must provide accurate, current, and complete information during registration
- You must maintain and promptly update your account information

- You are responsible for maintaining the confidentiality of your account credentials
- You may not share your account with others or allow others to access your account
- You must be at least 16 years old to create an account

Account Security

- You are responsible for all activities that occur under your account
- You must notify us immediately of any unauthorized access or security breach
- We reserve the right to suspend or terminate accounts that violate these Terms
- We are not liable for any loss or damage arising from unauthorized account access

5. Acceptable Use Policy

You agree NOT to use the Service to:

- Violate any laws, regulations, or third-party rights
- Distribute malware, viruses, or harmful code
- Attempt to gain unauthorized access to our systems or other users' accounts
- Interfere with or disrupt the Service or servers
- Scrape, crawl, or harvest data from the Service without permission
- Use the Service for illegal activities, fraud, or deceptive practices
- Generate spam, phishing content, or misleading information
- Reverse engineer, decompile, or attempt to extract source code
- Resell or redistribute the Service without authorization
- Use the Service to compete with Workstation AI

6. Subscription and Payment Terms

Billing

- Subscriptions are billed in advance on a monthly or annual basis
- Payment is due upon subscription and renewal
- Fees are non-refundable, except as set out in "Your Rights as a Consumer" below or where the law requires a refund
- We reserve the right to change pricing with 30 days' notice

Auto-Renewal

- Subscriptions automatically renew unless cancelled
- You may cancel anytime before the next billing cycle
- Cancellation takes effect at the end of the current billing period
- There are no refunds for partial subscription periods, except where we end or materially change the Service, or where the law requires a refund

Free Trials

- Free trials are available for first-time users only
- Credit card required for free trial activation
- You will be charged unless you cancel before trial ends

- We will remind you by email before a free trial turns into a paid subscription and before each annual renewal, and you can cancel online or by emailing us
- We reserve the right to modify or discontinue free trials

7. Your Rights as a Consumer

If you are a Consumer, you have legal rights under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Nothing in these Terms limits them. In summary:

- **14-day right to cancel**: for Products bought online, you can cancel within 14 days of the day you receive them; for subscriptions and services, within 14 days of the day the contract is made. Tell us by email at legal@workstation.co.uk with your order number. We will refund you, including standard delivery charges, within 14 days of receiving the Products back (or of you cancelling a service).
- **Services started during the cancellation period**: if you ask us to start a subscription or service within the 14 days and then cancel, we may charge for what we provided up to the time you cancelled.
- **Exceptions**: the right to cancel does not apply to goods made to your specification or clearly personalised, or to sealed software or media that you have unsealed after delivery.
- **Faulty Products**: Products must be of satisfactory quality, fit for purpose and as described. If they are not, you can reject them for a full refund within 30 days of delivery; after that, you can ask for a repair or replacement and, if that fails, a price reduction or refund.
- **Services**: we will provide services with reasonable care and skill. If we do not, you can ask us to put it right or, if we cannot, to give you a partial or full refund.
- Any longer returns period we offer (for example to trade members) is in addition to these rights.
- If you are a Business Customer, this section does not apply; your returns and remedies are as set out in your order and these Terms.

8. Intellectual Property Rights

Our IP

Except for third-party marks and materials described below, all Service content, features, functionality, trademarks, logos, and technology are owned by Workstation AI and protected by copyright, trademark, patent, and other intellectual property laws. You may not copy, modify, distribute, sell, or create derivative works without our express written permission.

Third-Party Trademarks, Product Names and Media

We acknowledge every trademark, registered trademark, product name, logo and brand that appears on our website, in our shop, in our articles, blogs, news and videos, and in our quotes and documents. They belong to their respective owners, including NVIDIA Corporation (for example NVIDIA, the NVIDIA logo, RTX, RTX PRO, Blackwell, CUDA, NVLink, MGX, Omniverse, DGX and HGX), Advanced Micro Devices, Inc. (for example AMD, EPYC, Instinct, Ryzen and Threadripper), Dell Inc. (for example Dell and PowerEdge), Intel Corporation (for example Intel and Xeon) and AMAX Engineering Corporation (for example AMAX and AceleMax). We use these names only to identify and describe the products we sell, supply, configure or support, and to give accurate technical information about them. Their use does not mean that the owner sponsors or endorses Workstation AI, unless we state a specific, verified relationship. Product videos, images and specifications supplied by manufacturers remain the property of those manufacturers and are shown with attribution; specifications are the manufacturer's published figures and may change. Nothing in these Terms grants you any licence to use a third party's trademarks or materials.

If you own a mark or material shown on the Service and have a concern about how we use it, contact legal@workstation.co.uk and we will review it promptly.

Your Content

You retain ownership of all content you submit to the Service. By submitting content, you grant us a worldwide, non-exclusive, royalty-free license to use, store, process, and display your content solely to provide the Service. You represent that you have all necessary rights to grant this license.

AI-Generated Content

Content generated by our AI services is owned by you, subject to these Terms. However, similar content may be generated for other users. We make no guarantees regarding uniqueness of AI-generated content. You are responsible for reviewing and validating all AI-generated content before use.

9. Data Usage and AI Training

We may use aggregated, anonymized data derived from your use of the Service to improve our AI models and services. We do NOT use your private data, proprietary code, or confidential information to train models accessible by other users. See our Privacy Policy for detailed information on data handling.

10. Disclaimers and Warranties

EXCEPT AS SET OUT IN "YOUR RIGHTS AS A CONSUMER" AND TO THE EXTENT PERMITTED BY LAW, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE". FOR BUSINESS CUSTOMERS, WE EXCLUDE ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT, TO THE EXTENT PERMITTED BY LAW. SUBJECT TO THIS, WE DO NOT WARRANT THAT:

- The Service will be uninterrupted, timely, secure, or error-free
- Results from the Service will be accurate or reliable
- AI-generated content will be free from errors or meet your requirements
- Any defects will be corrected
- The Service will be compatible with all systems or software

11. Limitation of Liability

NOTHING IN THESE TERMS LIMITS OR EXCLUDES OUR LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE, FOR FRAUD OR FRAUDULENT MISREPRESENTATION, OR FOR ANY OTHER LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED BY LAW, INCLUDING YOUR STATUTORY RIGHTS AS A CONSUMER. IF YOU ARE A CONSUMER, WE ARE RESPONSIBLE FOR LOSS OR DAMAGE THAT IS A FORESEEABLE RESULT OF OUR BREACH OF THESE TERMS OR OUR NEGLIGENCE, BUT NOT FOR LOSS THAT WAS NOT FORESEEABLE, AND WE ARE NOT LIABLE FOR BUSINESS LOSSES. IF YOU ARE A BUSINESS CUSTOMER, AND SUBJECT TO THE FIRST SENTENCE, WE ARE NOT LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL LOSS, OR FOR LOSS OF PROFITS, DATA, USE OR GOODWILL, AND OUR TOTAL LIABILITY SHALL NOT EXCEED THE AMOUNT YOU PAID US IN THE 12 MONTHS BEFORE THE CLAIM.

12. Indemnification

If you are a Business Customer, you agree to indemnify, defend and hold harmless Workstation Solutions Ltd, its officers, directors, employees and agents from any claims, damages, losses, liabilities and

expenses (including reasonable legal fees) arising from:

- Your use or misuse of the Service
- Your violation of these Terms
- Your violation of any third-party rights
- Content you submit or generate using the Service
- Your breach of any representation or warranty

If you are a Consumer, this indemnity does not apply; you are responsible only for loss you cause by breaking these Terms, as the law provides.

13. Termination

By You

You may terminate your account at any time through account settings or by contacting support. Termination is effective at the end of your current billing period.

By Us

We may suspend or terminate your account immediately if you seriously or repeatedly breach these Terms or engage in fraudulent activity. We may also stop providing the Service to you for any other reason by giving you at least 30 days' notice, and we will refund any fees you have paid for the period after it ends. Upon termination, your right to use the Service ceases.

Effect of Termination

Upon termination, we may delete your account data after a reasonable retention period. You remain liable for all charges incurred before termination. Provisions that should survive termination (including warranties, indemnification, and limitations of liability) will continue to apply.

14. Changes to Terms

We reserve the right to modify these Terms at any time. We will notify you of material changes via email or Service notification at least 30 days before the effective date. Your continued use of the Service after changes take effect constitutes acceptance of the modified Terms. If you disagree with changes, you can cancel your account before they take effect and we will refund any fees you have paid for the unused period.

15. Governing Law and Dispute Resolution

Governing Law

These Terms are governed by the laws of England and Wales. If you are a Consumer, you can bring proceedings in the courts of England and Wales or, if you live in Scotland or Northern Ireland, in the courts there, and you keep the protection of any mandatory consumer laws of the country where you live.

Dispute Resolution

We will first try to resolve any dispute with you informally; please contact us at legal@workstation.co.uk. If you are a Business Customer and the dispute is not resolved within 30 days, it shall be finally resolved by arbitration under the rules of the London Court of International Arbitration (LCIA), seated in London. Consumers are not required to use arbitration and can go to court.

16. General Provisions

- **Entire Agreement**: These Terms, together with your order and our Privacy Policy, are the entire agreement between you and Workstation Solutions Ltd
- **Severability**: If any provision is found unenforceable, the remaining provisions continue in effect
- **Waiver**: Failure to enforce any right or provision does not constitute a waiver
- **Assignment**: You may not assign your rights; we may assign ours to affiliates or successors
- **Force Majeure**: We are not liable for delays or failures due to circumstances beyond our control
- **Export Compliance**: You must comply with all export laws and regulations
- **No Third-Party Beneficiaries**: These Terms do not create rights for third parties
- **Language**: These Terms are written in English. Where we provide a translation, the English version prevails if there is any difference

17. Contact Information

For questions about these Terms of Service, please contact Workstation Solutions Ltd (company number 11641870):

Email: legal@workstation.co.uk

Phone: +44 7515 356 146

Mail: Workstation Solutions Ltd, The Courtyard, 77-79 Marlowes, Hemel Hempstead, Hertfordshire HP1 1LF, United Kingdom

Acknowledgment and Acceptance

BY USING THE SERVICE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THESE TERMS OF SERVICE. IF YOU DO NOT AGREE, DO NOT USE THE SERVICE.