

Terms and Conditions

PLEASE READ THESE TERMS
CAREFULLY

Terms & Conditions

These Terms & Conditions govern the use of Civic Point's website, services, facilities, and subscription-based offerings. By accessing or using our services, you agree to the terms outlined below.

1. About Civic Point

Civic Point is a Hackney-based business support hub providing services including:

- Printing and document services
- Form and application assistance
- Mailbox and mail handling services
- Virtual business address services
- Business support services

All services are subject to availability, compliance requirements, and acceptance by Civic Point.

2. Service Eligibility & Verification

Certain services, including mailbox and virtual business address services, require identity verification and compliance checks before activation.

Clients may be required to provide:

- Valid photographic identification
- Proof of address
- Business information and supporting documentation

Civic Point reserves the right to:

- Refuse applications
- Request additional documentation
- Delay activation pending verification
- Refuse or terminate services where information is inaccurate, incomplete, suspicious, or non-compliant

3. Permitted Use of Services

Clients must not use Civic Point services or addresses for:

- Illegal, fraudulent, or misleading activity
- Money laundering or prohibited financial activity
- Receiving prohibited, dangerous, or unlawful items
- Misrepresentation of physical trading premises where not applicable
- Any activity that may negatively affect the reputation, operations, or compliance obligations of Civic Point

Civic Point reserves the right to suspend or terminate services where misuse is suspected.

4. Mailbox & Virtual Address Services

Mailbox and virtual address services are provided subject to approval and ongoing compliance.

Services may include:

- Registered office address use
- Director service address use
- Mail receipt and storage
- Mail notifications
- Mail scanning
- Mail forwarding

Clients remain responsible for:

- Updating their business records where necessary
- Monitoring communications sent to their address
- Ensuring lawful use of the service

5. Mail Handling & Storage

Mail will be processed according to the client's selected service plan.

Civic Point is not responsible for:

- Delays caused by postal or courier services
- Losses outside of our reasonable control
- Incorrect forwarding details supplied by clients

Clients are responsible for collecting or arranging forwarding of their mail within reasonable timeframes.

Civic Point reserves the right to return, securely destroy, or dispose of uncollected mail where:

- Services have been cancelled
- Accounts remain unpaid
- Storage limits have been exceeded
- Contact cannot reasonably be established

Reasonable notice may be provided where appropriate.

6. Subscription Terms & Payments

Certain services operate on recurring subscription plans.

By subscribing to a Civic Point service, clients agree to:

- Pay fees in advance
- Maintain valid payment details
- Authorise recurring payments where applicable

Mailbox and virtual address services are subject to a minimum 3-month term unless otherwise agreed in writing.

Following the minimum term, services may be cancelled with 30 days' written notice.

Subscription fees remain payable throughout any notice period.

Failure to make payment may result in:

- Suspension of services
- Withholding of mail handling services
- Termination of account access

Civic Point reserves the right to amend pricing with reasonable notice.

7. Printing & Document Services

Customers are responsible for ensuring documents supplied for printing or processing are accurate, authorised, and lawful.

Civic Point reserves the right to refuse requests involving:

- Illegal or prohibited material
- Offensive or abusive content
- Intellectual property infringement
- Material that breaches applicable laws or regulations

8. Admin & Application Support Services

Civic Point provides administrative assistance only.

We do not provide:

- Legal advice
- Financial advice
- Immigration advice
- Regulated professional services unless explicitly stated

Clients remain fully responsible for reviewing and approving all documents, forms, applications, and submitted information before submission.

Civic Point accepts no responsibility for:

- Application outcomes
- Third-party decisions
- Rejections or delays
- Incorrect information supplied by clients

9. Refusal, Suspension & Termination of Services

Civic Point reserves the right to refuse, suspend, or terminate services where:

- Compliance requirements are not met
- Fraudulent or suspicious activity is suspected
- Terms are breached
- Abusive, threatening, or inappropriate behaviour occurs toward staff
- Services are used in a manner considered unlawful or inappropriate

Termination may occur immediately where reasonably necessary.

10. Limitation of Liability

To the maximum extent permitted by law, Civic Point shall not be liable for:

- Indirect or consequential losses
- Delays outside our reasonable control
- Postal or courier delays
- Losses resulting from inaccurate client information
- Third-party decisions or outcomes

Liability shall be limited to the amount paid for the relevant service unless otherwise required by law.

11. Privacy & Data Protection

Personal information is handled in accordance with Civic Point's Privacy Policy.

By using our services, clients acknowledge that information may be processed where necessary to:

- Provide services
- Complete verification checks

- Meet legal, regulatory, or compliance obligations

12. Changes to Services & Terms

Civic Point reserves the right to:

- Update services
- Modify pricing
- Amend these Terms & Conditions

Updated versions will be published on the website.

13. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Last Updated: 2026