

Website Terms and Conditions

AZ ENGINEERING GROUP LTD

Effective 25 August 2026 | Version 1.0

These terms govern use of the AZ Engineering Group LTD website. Separate signed agreements govern paid services.

1. About us

This website, <https://azengineeringgroupltd.com> (the Website), is operated by AZ Engineering Group LTD (AZ, we, us or our), a private limited company registered in England and Wales under company number 17153098.

Our registered office is 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.

You can contact us at:

- Email: info@azengineeringgroupltd.com
- Telephone: 020 3873 1066
- WhatsApp: +44 7771 167336

2. What these terms cover

These terms govern access to and use of the Website, including its information about:

- Sophi, our AI receptionist service;
- contract and contractor coordination services;
- demonstrations, enquiries and contact routes; and
- any other content or features made available through the Website.

By using the Website, you agree to these terms. If you do not agree, you must not use the Website.

These are website-use terms. They do not replace any separate quotation, scope of work, Commercial Order Form, client service agreement, data processing addendum, onboarding approval or other written contract entered into with AZ.

3. Privacy and cookies

Our Privacy Notice explains how we use personal information relating to Website visitors, enquiries, business contacts, clients and AZ-operated Sophi demonstrations. It is available through the Website footer.

The Website may use cookies or similar technologies. Where consent is legally required for a non-essential technology, it will be requested through the Website's cookie banner or settings tool. Agreement to these terms does not by itself amount to cookie consent.

Please read the Privacy Notice before sending personal information or using a demonstration.

4. The Website is for information and enquiries

The Website provides general information about AZ and allows visitors to contact us, make an enquiry or request or use a demonstration.

At the effective date of these terms, using the Website, contacting us or submitting an enquiry does not by itself create a contract for AZ to supply services. We may need further information before deciding whether we can assist.

A service contract is formed only when the relevant parties enter into a separate written agreement, accept an agreed quotation or scope, or otherwise complete the acceptance process expressly confirmed by AZ in writing.

For Sophi, the signed Commercial Order Form, Client Service Agreement and Data Processing Addendum, together with the approved onboarding and Go-Live documents, govern the live client service. For contract coordination or project work, the agreed project-specific quotation, scope and written terms govern the work.

If these Website terms conflict with a signed client or project agreement, that signed agreement takes priority in relation to the relevant service.

5. Prices, promotions and availability

Prices, plan descriptions, promotional places and service descriptions shown on the Website are general pre-contract information and may be subject to availability, eligibility, configuration requirements and written confirmation.

The exact service, setup fee, monthly fee, included usage, additional usage, VAT treatment, payment terms and start date will be stated in the applicable quotation, Commercial Order Form or written agreement. A signed written agreement controls if it differs from general marketing material.

We will not begin separately chargeable work outside an agreed scope unless the additional work and price have been approved in writing.

Nothing in these terms limits any legal rights that cannot lawfully be limited, including applicable consumer rights.

6. Sophi information and demonstrations

Sophi is an automated AI receptionist. Depending on the configuration approved for a client, Sophi may answer inbound calls, provide approved business information, collect caller details, create or update bookings, route calls and send agreed summaries or notifications.

AI and telephone services can misunderstand, omit or incorrectly interpret information. A demonstration is illustrative and does not guarantee that every client configuration will include the same features, integrations or results.

Sophi and any demonstration must not be relied on:

- as an emergency service;
- for safety-critical decisions;
- for medical, legal or financial advice;
- as a guarantee of availability, a booking, a sale or any particular business outcome; or
- as a replacement for appropriate human review where a decision is sensitive or consequential.

If there is immediate danger or a life-threatening emergency, call 999 or 112.

When using Sophi or a Website contact route, do not provide passwords, API keys, authentication codes, full payment-card details or unnecessary sensitive information. Personal information provided during an AZ-operated demonstration is handled as explained in our Privacy Notice.

7. Contract and contractor coordination information

The Website gives a general overview of AZ's contract and contractor coordination services. It is not a site survey, engineering report, technical diagnosis, quotation or promise that a particular contractor, trade, price, programme or solution is suitable or available.

AZ may source and coordinate suitably qualified independent contractors where required and agreed. AZ does not claim to directly employ every trade described on the Website. The contractor arrangements, qualifications required, scope, responsibilities, price, timetable, insurance or certification requirements and completion criteria for a particular job will be confirmed separately in the applicable project documents.

You should not begin work, incur cost or rely on a proposed contractor or route forward until the relevant scope, commercial terms and responsibilities have been confirmed in writing.

8. Accuracy of Website content

We take reasonable care when preparing Website content, but business information, prices, availability, suppliers, technology, integrations and legal or technical requirements can change.

We may update, correct, remove or replace Website content without notice. Before relying on information for a purchase or project decision, you should confirm the current position with us and review the applicable written quotation or agreement.

The Website's general information is not a substitute for advice or assessment tailored to your circumstances.

9. Acceptable use

You may use the Website only for lawful purposes. You must not:

- use the Website or Sophi demonstration in a fraudulent, abusive, threatening, discriminatory or unlawful way;
- knowingly provide false information, impersonate another person or misrepresent your authority;
- attempt to gain unauthorised access to the Website, connected systems, accounts, data or infrastructure;
- introduce viruses, malicious code, automated attacks or other harmful material;
- interfere with, overload, damage or disrupt the Website, a demonstration number or any connected service;
- probe, scan or test security without our prior written permission;
- scrape, harvest or systematically extract Website content or personal information except where the law clearly permits it; or
- use Website content, branding or demonstrations to mislead others about an association with or endorsement by AZ.

We may restrict or block access where we reasonably believe these terms, the law, security requirements or third-party platform rules have been breached.

10. Intellectual property

Unless stated otherwise, the Website and its content, including the AZ and Sophi names, branding, text, graphics, layouts, workflows, demonstrations and other materials, are owned by or licensed to AZ and are protected by intellectual property law.

You may view the Website and print or save a reasonable copy for your own lawful, non-commercial reference. You must not reproduce, modify, publish, sell, license, distribute, commercially exploit or create misleading derivative material from Website content without our prior written permission, except where the law permits the use without permission.

Third-party names, logos and materials remain the property of their respective owners.

11. Links and third-party services

The Website may link to or use third-party websites and services, including telecommunications, messaging, scheduling, hosting or other technology providers.

We do not control third-party websites and are not responsible for their content, availability, security or privacy practices. A link does not necessarily mean that AZ endorses every statement, product or service on the linked website. You should review the relevant third party's terms and privacy information.

12. Website availability and security

We do not guarantee that the Website, a contact route or a demonstration will always be available, uninterrupted, secure or free from errors, bugs or harmful material. Access may be suspended, restricted or withdrawn for maintenance, security, supplier, operational or legal reasons.

You are responsible for using suitable security and virus-protection measures on your own device and network.

13. Our responsibility for Website use

Nothing in these terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any mandatory consumer right.

These Website terms concern the free use of information, enquiry routes and demonstrations. Liability relating to a paid AZ service is governed by the applicable signed service or project agreement.

If you use the Website for business purposes, then, to the fullest extent permitted by law, AZ is not liable for indirect or consequential loss, loss of profit, revenue, business, opportunity, anticipated savings or goodwill, or for business interruption arising from use of or reliance on the Website.

If you use the Website as a consumer, AZ is responsible for loss or damage that is a foreseeable result of our breach of these terms or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, was caused by information you supplied, or results from use of the Website for commercial or business purposes.

We are not responsible for delay, interruption or failure caused by telecommunications networks, internet services, connected platforms, third-party providers or circumstances outside our reasonable control.

14. Linking to the Website

You may link to publicly available Website pages in a fair and lawful way that does not damage our reputation or suggest an association, approval or endorsement where none exists.

You must not frame the Website on another website, link from unlawful or misleading content, or use our branding in a way that confuses users about who operates the linked service. We may ask you to remove a link that breaches this section.

15. Changes to these terms

We may update these terms when the Website, services, business practices or legal requirements change. The current version and effective date will be published on the Website.

Changes apply from the stated effective date. If you continue to use the Website after that date, the updated terms apply to that use. Changes to these Website terms do not retrospectively change a signed client or project agreement.

16. General

If any part of these terms is found to be unlawful or unenforceable, that part will be adjusted or removed only to the extent required, and the remaining terms will continue to apply.

If we do not enforce a right immediately, that does not mean we have waived it.

No person other than you and AZ has a right to enforce these Website terms under the Contracts (Rights of Third Parties) Act 1999.

17. Governing law and courts

These terms and any non-contractual dispute arising from Website use are governed by the law of England and Wales.

If you use the Website for business purposes, the courts of England and Wales have exclusive jurisdiction.

If you are a consumer, you retain any mandatory rights you have under the law of the country in which you live and may bring proceedings in any court available to you under applicable law.

18. Contact and complaints

Questions or complaints about the Website or these terms can be sent to:

71-75 Shelton Street
Covent Garden
London
United Kingdom
WC2H 9JQ

Email: info@azengineeringgrouppltd.com
Telephone: 020 3873 1066
WhatsApp: +44 7771 167336