

SERVICE SCHEDULES

Audit, website and managed AI services

Version 1.1 | Effective 12 July 2026

PROCESS LABS AI SOLUTIONS LIMITED

Process Labs AI Solutions Limited (Company No. 17036074), registered in England and Wales. Registered office: 64 Nile Street, London, England, N1 7SR. ICO Registration: ZC094994.

Only the Schedule selected in the Order applies. These Schedules supplement the Master Terms and do not expand scope beyond the Order or SOW.

Schedule A: Website, SEO and AI Readiness Audits

A1. The audit is limited to selected scope, authorised access and information reasonably available on the Review Date. It may combine manual review, automated tools, third-party data, sampling and professional judgement.

A2. Unless expressly included, the audit is non-invasive and excludes source-code audit, penetration testing, formal accessibility or security certification, legal compliance opinion, tax or accounting review, continuous monitoring and implementation.

A3. The report is a snapshot and may become outdated because of website, algorithm, market or Third-Party Service changes. It may not identify every defect, vulnerability, compliance issue or opportunity.

A4. The Customer remains responsible for decisions, specialist advice, backups, testing and implementation. No ranking, traffic, enquiry, conversion, revenue, compliance, accessibility, security or performance result is guaranteed.

A5. On full payment, the Customer receives a perpetual, non-exclusive licence to use and reproduce the complete report internally and to share it confidentially with professional advisers and implementation suppliers. Wider publication, resale, extraction, benchmarking publication or misleading alteration requires written permission. No duty of care is accepted to a third party.

A6. Unless the Order states otherwise, the clarification period is five Business Days. Verified factual errors or material scope omissions will be corrected; new scope, preferences, later changes and implementation are chargeable.

Schedule B: Website Design, Rebuild and Digital Improvement

B1. Deliverables, platform, pages, content responsibility, integrations, milestones, revision rounds and acceptance tests must be stated in the Order or SOW. Items not listed are excluded.

B2. The Customer is responsible for lawful and accurate copy, claims, pricing, policies, images, trademarks, consents and sector requirements unless a specific content service is ordered. Company drafting remains subject to Customer approval.

B3. The Customer must retain access to its domain, hosting and core accounts. The Company is not a registrar, host or platform provider unless expressly stated.

B4. Browser, device, plugin and third-party compatibility is limited to the acceptance criteria. Future platform updates are not defects and require support or a change Order.

B5. On full payment, the Customer owns bespoke final copy, graphics and code created exclusively for it, excluding Company Background Materials and Third-Party Materials. The Company grants a perpetual licence to embedded Background Materials necessary to use the Deliverable. Open-source and platform components remain under their licences.

B6. Unless expressly ordered, Services exclude legal review, accessibility certification, penetration testing, ongoing SEO, hosting, domain renewal, email service, paid advertising, analytics monitoring and post-acceptance maintenance.

B7. Two reasonable revision rounds are included only if the Order does not state a different number. A consolidated revision request must be supplied within the review period. Additional or changed requirements are chargeable.

Schedule C: Managed AI, Automation, Enquiry Capture and Integrations

C1. Services are managed configurations, not standalone software unless stated. They may include forms, lead logging, reminders, AI voice or messaging, workflows, integrations, content assistance, dashboards and reporting.

C2. The Customer must provide approved scripts, business rules, escalation routes, availability, pricing, privacy notices, lawful bases and human contacts. It remains responsible for final business decisions and customer communications.

C3. AI output is probabilistic. The Customer must maintain proportionate human oversight and an alternative channel for urgent, emergency, safety-critical or time-sensitive communications. The Service must never be the sole emergency route.

C4. Integrations depend on APIs, authentication, permissions, account status and third-party availability. Continuous compatibility is not guaranteed.

C4.1 Applicable provider and flow-down terms must be identified in the Order, SOW or current Third-Party Provider and Flow-Down Terms Register before activation. Provider changes are handled under clauses 8 and 28 of the Master Terms.

C5. Usage allowances, overage rates and support tier are in the Order. Material excess may be charged, rate-limited or require an upgrade on reasonable notice.

C6. Telephone numbers, messaging identities and accounts remain subject to provider rules. Portability and continued availability are not guaranteed unless expressly stated.

C7. The Customer must approve production use following testing. Minor defects or preference changes do not prevent acceptance. Emergency changes may be made to protect security, legality or provider access.