



# Website Terms of Use

March 2026



## Terms of Use

By using our Website, you are agreeing to comply with these terms of use ("Website Terms"). These Website Terms, together with our Privacy Notice, govern our relationship with you in relation to our Websites.

If you purchase goods from our site, the terms and conditions for that product or service will apply. If you do not agree to these Website Terms, you must not use our Website.

## Information about us

The Levelise Website is operated by Levelise Limited ("we"). We are registered in England and Wales under company number 10653159 and have our registered office at Synergy House, Woolpit Business Park, Woolpit, Bury St. Edmunds, Suffolk, IP30 9UP. All references to 'we', 'us', 'our' or 'Levelise' in these Website Terms includes Levelise Limited and all our Group Companies, and our Group Companies may enforce these terms.

## Definitions

For the purposes of these Website Terms "Group Company" means a company or corporation which is: (i) the ultimate Holding Company of a person; or (ii) a Subsidiary of a person; or (iii) a Subsidiary of the ultimate Holding Company of a person; or (iv) an Associate of a person. The terms "Holding Company" and "Subsidiary" shall have the meanings assigned to them by Section 1159 of the Companies Act 2006 and "Associate" shall have the meaning assigned to it by Section 430 of the Corporation Tax Act 2010. If you access the Website from a country outside of the United Kingdom, the terms "Holding Company", "Subsidiary" and "Associate" shall have the meanings given to equivalent terms under the laws of the jurisdiction in which you access the Website.

The term "Website" means any website owned, operated, or provided on or behalf of Levelise.

## Updates

We may update and change our Website from time to time to reflect changes to our products and customer needs.

We may also amend these terms from time to time, so please check back here before using our Website. Your continued use of our Website will be deemed to constitute your acceptance of any revised terms. If you do not agree with any changes we make to these terms, you must not continue to use our Website.



## Availability

While we try to make our Website available at all times, we do not guarantee that our sites, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our Website for business, operational, or other reasons. We will not be liable if our Website is unavailable for any period of time.

## We may transfer these terms to someone else

We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happened and we will ensure that the transfer will not affect your rights under the contract.

## Third party websites

Where our Website contains links to other sites provided by third parties, these links are provided for your information only and are not an endorsement. We have no control over the contents of those sites and so will not accept any responsibility for any materials on there.

## Security

Access to certain areas of our Website may be restricted. We reserve the right to restrict access to other areas of our Website, or indeed our whole Website, at our discretion.

If we provide you with a user ID and password to enable you to access restricted areas of our Website or other content or services, you must treat that user ID and passwords as confidential and must not disclose these to any third party. You are fully responsible for all activities that occur under your user ID or password. If you know or suspect that anyone other than you knows your user identification code or password, you should change your password online immediately and notify us at [support@levelise.com](mailto:support@levelise.com) if you are still concerned.

We may disable your user ID and password in our sole discretion without notice or explanation.

We do not guarantee that our Website will be secure or free from bugs or viruses and you are responsible for configuring your own computer programmes and platform to access our site. You should use your own virus protection software.

## Prohibited uses

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

- a) in any way that breaches any applicable local, national or international law or regulation;



- b) in any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect;
- c) for the purpose of harming or attempting to harm minors in any way;
- d) to send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards made available from time to time;
- e) to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam); or
- f) to knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

## Information about you

You can use the Website to enter information about yourself. We will use your information in accordance with our Privacy Notice, which can be found here. <https://www.levelise.com/privacy-policy>. By using our Website you consent to such processing, and you warrant that all data provided by you is accurate.

## Content

We provide our Website free of charge and the content on our Website is provided for general information only. It is not intended to amount to advice on which you should rely.

Although we make reasonable efforts to update the information on our Website and ensure its accuracy, we make no guarantee that the content on our Website is accurate, complete or up to date.

## Linking to our site

You may, of course, link to any page on our Website as long as the link is for fair and legal purposes and is not used to damage or take advantage of our reputation.

You must not establish a link to our Website in such a way as to suggest any form or association, approval or endorsement on our part where none exists or in any website that is not owned by you.

Our Website must not be framed on any other website, nor may you create a link to any part of our Website other than the home page or scrape any of the content of our Website.

We do move and delete pages from time to time, so links to anything other than our home page may not always work.



We reserve the right to withdraw linking permission without notice.

The website from which you are linking to our Website must not include any content which (a) is illegal or unlawful; or (b) infringes any third party's legal rights (including, but not limited to, intellectual property rights).

## Intellectual property

We own or hold the license for the copyright, trademarks and all other intellectual property rights contained in the content and materials on our Website.

You must not sell, licence, distribute or otherwise make available the content of our Website.

Nothing on our Website gives anyone a licence or right to use any of the content without our prior consent.

You are not permitted to use our names and/or logos without our prior written approval.

## Liability

We do not exclude or limit in any way our liability to you where it would be unlawful to do so, including liability for any non-excludable statutory rights provided by English law.

We otherwise exclude all implied conditions, warranties, representations or other terms that may apply to our Website or any content on it.

Subject to any statutory rights that cannot be excluded under English law we will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with (i) your use of, or inability to use, our Website; or (ii) your use of or reliance on any content displayed on our Website. Where we are permitted to limit our liability for breach of any statutory rights our liability is limited, at our option, to the total price paid by you for the services or to resupplying, replacing, or paying for the cost of replacement of the relevant goods or services.

In particular, we will not be liable for:

- loss of profits, sales, income, production, use, business, or revenue;
- loss or corruption of data;
- business interruption;
- loss of anticipated savings;
- loss of business opportunity, goodwill or reputation; or
- any indirect or consequential loss or damage.



In addition, we will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.

The Website is directed at our customers and prospective customers in the United Kingdom and we make no representations or give any warranties that the Website and the materials on the Website are appropriate or available for use in locations outside the United Kingdom.

## Governing Law

These Website Terms are governed by the laws of England and Wales, and any disputes arising shall be dealt with exclusively by the English courts.

## Contact

If you have any questions about these terms, please write to us by email to [support@levelise.com](mailto:support@levelise.com) or by post to:

Levelise Ltd  
Synergy House  
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