

Version 6.2, 13 October 2026. Page 1 signs. Annex A details, and is part of it.

QUALFORGE ORDER FORM

Schedule 1 of the Qualforge Client Agreement · Qualforge Ltd, registered in Scotland, company number SC888351, incorporated 3 May 2026 · 22 Shortlees Crescent, Kilmarnock, KA1 4PR · ICO ZC163997 · team@qualforge.co.uk

Order reference		Date	
Client legal name		Trading name	
Legal form	☐ Ltd ☐ Sole trader ☐ Partnership ☐ LLP	Company or reg. no.	
Address		Contact name	
Contact email (notices, clause 37)		Contact telephone	
Package	☐ Core ☐ Core plus one add-on ☐ Core plus two add-ons ☐ All six ☐ None, website only. Prices at Annex A2	Start Date	
Add-on agents	☐ Nora ☐ Theo ☐ Isla	Website (a separate extra)	☐ Yes ☐ No
Agent build fee	GBP (excl. VAT)	Website fee	GBP or none (excl. VAT)
Paying the agent build fee	☐ In full at signing ☐ 3 equal monthly payments, the first at signing. Clause 13	Paying the website fee	In full at signing. Never on the plan
Monthly fee (Managed AI)	GBP 145 per month (excl. VAT), plus GBP 30 a month for each extra van: ☐ None, website only	First monthly fee due	On go-live (Handover), the day the thirty-day guarantee starts. Clause 12.4
Voice minutes included	150 minutes per calendar month, unless Annex A2 records another number	Rate above that	60p per minute (excl. VAT), unless Annex A2 records another rate
Handover (go-live) date	/ /	Who completes it	Qualforge, on or before the day of Handover, and notified to the Client in writing. Clause 2

All figures on this form are exclusive of VAT. Qualforge Ltd is not VAT registered at the date this Order Form is signed. Clause 12.5 governs what happens if that changes, and Qualforge will tell you the date its registration takes effect.

THE FOURTEEN LINES THAT MATTER. Read these before you sign.

1. **You are subscribing to a service Qualforge owns and runs. You are not buying it.** You never own the software, the instance, the agents, the prompts, the configuration, the website template, or any phone number we buy for you.
2. **The build fee pays for the work of building and configuring your instance.** It does not buy the service or any lasting right to use it.
3. **The monthly keeps it running.** The two cannot be bought apart. If the monthly stops, the service stops. That is the design, not a penalty.
4. **You own your data.** You can download a full copy at any time, from your own sign-in, free, without asking us, including if your account is behind on payment.
5. **There is no minimum term.** It renews monthly until you cancel. **There are no free months and no discounts: the prices on this form are the prices, and they do not change while the agreement lasts.** Clause 39.2.
6. **You can cancel at any time by emailing team@qualforge.co.uk.** No notice period, no cancellation fee. It stops at the end of the month you have already paid for. Nothing is switched off early. That month is not refunded. **If you are paying the agent build fee in 3 payments, any payment not yet made is still due when you cancel after the fourteen days in line 7.** Clause 16.5.
7. **You have fourteen days from the day we both sign to change your mind, for any reason, and we refund everything you have paid us, the agent build fee and any website fee, in full.** We give you that right as a matter of policy, whatever your legal form, so that nothing turns on whether a sole trader counts as a consumer. **The only deduction is where you asked us in writing to start the build early and we did: then we keep a proportionate charge for the work actually done, refund the rest, and tell you how we worked it out. After the fourteen days, and still before we start building, we refund the agent build fee and any website fee in full.** Once we have started, and once the fourteen days have run, it is not refundable, and we will email you on the day we start. **Any monthly we have already taken inside the fourteen days is refunded too.** Clauses 12.10 and 16.8.
8. **The thirty-day guarantee. It is a guarantee, not a trial.** If, in the thirty days from go-live, an agent does not do what Annex A and the Service Description say it does, tell us in writing. **If we have not put it right within five working days, we refund the agent build fee in full.** It runs from go-live, not from when you sign or pay. It covers the product not doing what we described. It does not cover a change of mind, which line 7 covers. **Every call the voice agent handles is recorded, and we are telling you so now,** so a claim is settled by both of us looking at the same recordings. Clause 14.
9. **If a payment fails and we do not hear from you: five working days to pay, then the service is switched off but all your data and your sign-in are kept, then thirty days to pay or take a copy, then the agreement ends, then thirty days later the data is deleted.** This is not what happens when you cancel. Talk to us and it does not happen at all.
10. **Any timescale we give you is a target, not a guarantee.** We promise no delivery date and no commercial result.
11. **Voice minutes are metered.** Your monthly includes 150 voice minutes a month, unless Annex A2 records another number. **Above that we charge 60p a minute, unless Annex A2 records another rate.** Only calls we actually answer count. We will send you a message at 80% and again when charged minutes start, and you can see the position any time from your own sign-in. **If we do not send you the 80% message, we do not charge you for minutes above your allowance that month.** We bill charged minutes after the month ends on its own invoice. **Your agent never stops answering because you passed the allowance.** Clause 12.13 and Schedule 2.

12. **We do not ask you for anything in return.** No testimonial, no review of us, no case study and no reference calls are part of this agreement. Clause 19.4.
13. **VAT. We are not VAT registered today, so there is no VAT on your invoices. We expect that to change during the time you are with us.** Every price on this form is **before VAT**. If we become VAT registered, **we will add VAT to invoices from the date our registration takes effect**, and we will tell you before the first invoice that carries it. **If you are registered for VAT you reclaim it and the real cost to you is unchanged. If you are not registered you cannot reclaim it, so the amount you actually pay goes up by the VAT.** Adding VAT is not a price rise by us, and you can cancel at any time. Clause 12.5.
14. **Annex A is part of this Order Form.** Anything not written on Annex A is not included. *These fourteen lines are a summary: the Agreement is the contract and governs if the two differ.*
- ☐ **I confirm I have received and read the three documents that make up this pack: the Qualforge Client Agreement, which sets out the Qualforge Service Description at its Schedule 5, this Order Form and its Annex A, and the Qualforge Data Processing Agreement (Schedule 3).**
- ☐ **I confirm that the prices on this form are exclusive of VAT, and that VAT will be added if Qualforge becomes VAT registered. Clause 12.5.**
- ☐ **I confirm I have been told that every call the voice agent handles is recorded, and that the thirty-day guarantee at clause 14 runs from go-live, covers the product not doing what was described, and is not a trial.**
- ☐ **I confirm I have read the Service Description at Schedule 5, and that the Agents listed as supplied on this form are the Agents I am buying. An Agent not listed on this form is not supplied and is not charged for.**

	Qualforge Ltd	The Client
Name	Rory Gray	
Position	Director	
Signature	<i>R.Gray</i>	
Date	13/10/2026	

You sign first, then pay the build fee by Stripe link. Qualforge does not begin the set-up work until both parties have signed and that payment has been received. Signing is not payment, and paying is not acceptance. Clause 1.2.

Signing. This form may be signed on paper or electronically, and either is valid. **An ordinary electronic signature does not make this document self-proving in Scots law**, which means that if it were ever disputed Qualforge would have to prove the signature rather than the court presuming it. Qualforge accepts that and records the signer's name and email address, the date and time, and the version of every document shown. Clause 39.7.

ANNEX A TO THE ORDER FORM

Annex A forms part of the Order Form and part of Schedule 1 of the Agreement. Complete every section. Both parties initial the foot of this Annex.

Order reference: Client:

A1 · AGENTS SUPPLIED

Tick only what is being provisioned. **An Agent that is not ticked is not supplied and is not charged for.** Clause 8.2.

Schedule 5, the Qualforge Service Description, describes what each Agent does and what it needs from the Client. Clause 4.6.

Agent	What it does	Supplied	Live at Handover, or delivered after
ARIA	Aria, the assistant in your sign-in, top right on every screen. Answers your questions about your office from its own records, and makes changes to your diary and jobs when you ask. Anything that would book, move or cancel a customer's visit, or text a customer, waits for your tap. She speaks to you only. Included with every Package, not separately purchasable	☐	Live at Handover
Quinn	Core. Answers your calls and books jobs	☐	Live at Handover
Piper	Core. Checks every enquiry as it arrives, and records whether it is worth going out for, and why	☐	Live at Handover
Marcus	Core. Texts people who rang and did not book, up to three times on weekdays, answers their replies, books the job and chases a quote after a quote visit	☐	Live at Handover
Nora	Add-on. Keeps the diary with your customers: confirms, reminds, moves, cancels and fills a freed time by text. The booking notice to you comes with every Package	☐	☐ Live at Handover ☐ Delivered after

Agent	What it does	Supplied	Live at Handover, or delivered after
Theo	Add-on. Asks your customer for a review after the job counts as done. He asks every customer, not only the happy ones	☐	☐ Live at Handover ☐ Delivered after
Isla	Add-on. Reminds past customers who said yes to reminders when a service is due	☐	☐ Live at Handover ☐ Delivered after

Core is Quinn, Piper and Marcus, and every Package includes them. Nora, Theo and Isla are add-ons to Core, at the same price whether you add them now or later. Clause 8.4.

An add-on delivered after Handover. Where "Delivered after" is ticked, **we tell you in writing on the day it is live.** Any timescale we give you for it is a target and not a term, and clause 9.2 of the Agreement applies to it. **It does not delay Handover,** and clause 9.7 of the Agreement governs. Clause 9.6 keeps Qualforge working at no additional charge until it is delivered and works as this Annex describes it, and its own thirty-day guarantee runs from the day it is live. Clause 14.9.

A2 · FEES IN FULL

Every figure in this section is exclusive of VAT. These are the prices. No discount code, free month or struck-through price applies. Clause 12.14. **Page 1 and this section record the same figures for this order. Qualforge checks that they match before it countersigns, and if they ever differ, the figure in this section governs.**

Package	Agent build fee, in full at signing	Or 3 equal monthly payments of, the first at signing
Core: Quinn, Piper and Marcus	GBP 1,200	GBP 400
Core plus one add-on	GBP 1,500	GBP 500
Core plus two add-ons	GBP 1,800	GBP 600
All six: Core with Nora, Theo and Isla	GBP 2,100	GBP 700
An add-on added later	GBP 300 each, the same price as at signing	Not applicable

Extra	Price	How it is paid
Website, bought alone or with any Package	GBP 650	In full at signing. Never on the payment plan. No monthly fee of its own

Agent build fee for this order	GBP (one-off, for building the Agents ticked at A1. It confirms the price of the Package ticked on page 1)
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Website fee for this order	☐ GBP ☐ None
Paid at signing	GBP (the agent build fee or its first payment, plus the website fee if any)
Monthly fee (Subscription Fee)	GBP 145 per calendar month, the same on every Package ☐ Managed AI ☐ None, a website bought alone with no Agent
Extra vans	☐ None ☐ extra vans at GBP 30 each per calendar month, for each van after the first. Part of the monthly fee and due with it, from go-live. Clause 12.2A
First monthly fee due	On go-live, the Handover date on page 1 , the same day the thirty-day guarantee starts, and not on signing. Clause 12.4
Voice minutes included each calendar month	150 minutes, or minutes where agreed and written here
Rate for minutes above the allowance	60p per minute, or p where agreed and written here
Voice minute bundles	250 minutes GBP 120 · 500 minutes GBP 220 · 1,000 minutes GBP 400. Bought minutes do not expire. Schedule 2
Deposit	None. Clause 13.1
Payment plan (agent build fee only)	☐ Not used ☐ 3 equal monthly payments of GBP , the first at signing, plan total GBP The plan total is the agent build fee and nothing more. Clause 13
Total payable in a month in which a plan payment and the monthly both fall due	GBP (the plan payment plus the monthly)
VAT	Qualforge is not VAT registered at the date this Order Form is signed. Every fee on this form is exclusive of VAT. If Qualforge becomes registered, VAT is added to invoices from the effective date of registration. Clause 12.5
Fourteen day change of mind	Available on every Package and on a website bought alone. Clause 16.8. Fourteen calendar days from the date both parties sign. Cancel for any reason, in writing to team@qualforge.co.uk, with no fee and no deduction, and the build fee, the website fee and any plan payment already paid are refunded in full within fourteen days. Any plan payment not yet made stops being due, and any monthly already taken is refunded too. The one exception, and it only applies if you ask for it: ☐ the Client has asked in writing for the Set-Up Work to start before the fourteen days have run, in which case Qualforge may keep a proportionate charge for the work actually done and refunds the rest. Once per client

Thirty-day guarantee	From go-live, not from signing or payment. Covers an Agent not doing what A1 and the Service Description say it does, where we have not put it right within five working days of being told in writing. The agent build fee is refunded in full. It is not a trial and it does not cover a change of mind. Clause 14 and A5
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Managed AI, at the monthly written above, is compulsory on every Package. A website bought alone contains no Agent and carries no monthly fee of any kind. Managed AI is cancellable at any time by email, with no minimum term and no fee.

Voice minutes. Clause 12.13 and Schedule 2. Only answered calls count. Seconds are recorded per call, added up across the month and rounded once at the end, never per call. Unused included minutes do not carry forward. Minutes bought in a bundle do not expire and are used before charged minutes. Charged minutes are invoiced after the month ends, on their own invoice, showing the minutes, the rate, the total and the number of calls. **You have sixty days to query any charged minute and we will produce the underlying calls within five working days. No minute is charged to anyone until our record of calls is receiving every answered call. We will tell you in writing that it is, before the first month in which any minute is charged,** and you can see your minutes used and remaining at any time from your own sign-in.

The payment plan. Clause 13. **No deposit, three equal payments, the first at signing, no interest and no charge of any kind. The plan covers the agent build fee only. A website is paid in full at signing and is never on the plan. There is no charge of any kind for paying on the plan: the total is identical however you pay, and there is no arrangement fee, no card surcharge, no fee for changing a payment date and no late-payment fee. Qualforge is both the supplier of the Service and the party granting time to pay. No third-party lender is involved.** The plan is intended to be an exempt agreement under article 60F(2) of the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, and Qualforge Ltd is not authorised or regulated by the Financial Conduct Authority. **The monthly runs alongside the plan and is never inside it:** in a month in which a plan payment and the monthly both fall due, you pay both, and the total is written in the table above.

RECORD MADE BY QUALFORGE, WHERE THE PAYMENT PLAN IS TICKED. Clause 13.4 requires the total payable in a month in which a plan payment and the monthly both fall due to be given to the Client before signing. **Qualforge records that it was done. The Client is not asked to certify it.**

What was shown	The total payable in a month in which a plan payment and the monthly both fall due, stated as one figure: GBP
When it was shown	/ / at
Who showed it	, for Qualforge Ltd
How it was shown	☐ on this form ☐ on a call ☐ by email ☐ other:

Qualforge completes this record before this form is countersigned and keeps it under clause 39.7(c) of the Agreement. The Client's signature on this form is not evidence that the figure was given, and Qualforge does not rely on it as evidence. If Qualforge cannot produce this record, Qualforge does not assert that the Client was told.

A3 · WEBSITE

Website included	☐ Yes, as a separate extra, paid in full at signing ☐ No
Domain (remains yours)	
Monthly fee for the Website	None. A website carries no monthly fee of its own, whether it is bought alone or with a Package

A website is a separate extra. It is not included in any Package, and it can be bought alone or added to any Package. Describe the site at A6 if anything specific was agreed. Clause 5.2(f): the site, its template, code and design remain Qualforge's. Clause 34.5 sets out what happens on exit. Your domain name is and stays yours.

A4 · CHANNELS THE SERVICE WILL USE ON YOUR BEHALF

Channel	In use	Number, address or account	The number or account is
Inbound telephone	☐		☐ yours already ☐ procured by Qualforge
Outbound SMS	☐		☐ yours already ☐ procured by Qualforge
Email	☐		☐ yours already ☐ procured by Qualforge
Web chat or messaging	☐		
Calendar	☐		

Clause 24 of the Agreement applies to every channel ticked. By signing, you give the warranties at clause 24.2 for each one: that you have a lawful basis for contacting the people whose details you put into the Service, that you have complied with PECR for each channel, that you have given them the privacy information the law requires, and that none of them is on a list they should have been screened out of.

A number Qualforge buys for you is a UK mobile number, an 07, on Qualforge's own Twilio account. We do not supply 01 or 02 numbers, because our carrier does not provide them with texting. Clause 34.6 applies on exit. A number you already held stays yours. A number Qualforge buys for you stays Qualforge's, is never reallocated to another client, and we will cooperate with a port at your cost where the carrier permits it. We do not warrant that a port is possible.

A4a · WHERE AN URGENT ENQUIRY GOES

Alert destination	
Destination type	☐ Email address ☐ Mobile number
Whose destination is it	Name: Role:

Clause 18.9 of the Agreement applies to this destination. By writing it here you confirm that it is a destination you monitor and that you will tell us in writing if it changes. **We dispatch the alert within fifteen minutes of the call record being created on your instance. We do not attend, and we do not promise that anyone will.** The Service is not an emergency service.

What counts as urgent. Only a hazard: the caller describes a smell of gas, water coming in, a loss of power, sparking or burning, or another present danger to people or property. **A caller who says it is urgent, or wants someone the same day, without describing a hazard, is offered the soonest time in your diary and appears in your end-of-day message. That is not an alert.** Clauses 18.9.1 and 18.9.6.

One destination, and one alert. ☐ *I understand there is one destination and no second one, that a call that is both urgent and a booking sends the urgent alert only, and that a failed alert is not resent.*

A5 · THE THIRTY-DAY GUARANTEE, AND WHAT WE ASK OF YOU

Guarantee runs from	/ / (the Handover date, go-live)
Guarantee runs to	/ / (thirty days, counting the Handover date as day one)
How to claim	Email team@qualforge.co.uk inside those dates, saying what the agent did not do

It is a guarantee, not a trial. You buy the service when you sign. The guarantee is what we do if we got it wrong. Clause 14.

What it covers. An agent that is live at go-live not doing what A1 and the Service Description say it does. If you tell us in writing inside the thirty days and **we have not put it right within five working days**, we refund **the agent build fee in full**, including any plan payments made, within fourteen days, and any plan payment not yet made stops being due. The agreement then ends, and you keep your data: we run an export with you first. **The website fee is not part of the guarantee**, and a monthly already paid is not refunded, because the service ran during that month.

What it does not cover. A change of mind, which line 7 on page 1 covers. A change in your own circumstances. A problem caused by information or access we asked for and did not get, including an intake form that was never completed. And any commercial result: the guarantee is about the product doing what we described, not about how many calls or bookings you get. Clause 14.4.

The evidence. Every call the voice agent handles is recorded. We will give you the recording or transcript of any call, and the record of what any agent did, whenever you ask, so a claim is settled by both of us looking at the same record. Clause 14.5.

An add-on delivered after go-live has its own thirty days, from the day we tell you in writing that it is live, and the refund is the add-on price. Clause 14.9.

What we ask of you in return: nothing. You are not asked for a testimonial, a review of us, a case study or a reference call as part of this agreement, and if we ever ask, saying no changes nothing. We will not use your name or logo in our publicity without your written consent. Clause 19.4.

A6 · ANYTHING SPECIFIC AGREED FOR THIS CLIENT

*Integrations into your own tools, any payment arrangement agreed, or anything said on the build call that you are relying on. **If it is not written here, clause 3.3 means it is not part of the agreement, and that includes anything on the Qualforge website.***

A7 · THE DOCUMENTS THIS ORDER FORM SITS UNDER

Document	What you were sent
Qualforge Client Agreement	1 - Client Agreement (v6.2).pdf
Schedule 1	This Order Form and this Annex A, 2 - Order Form (v6.2, fill this in).pdf
Schedule 2	Managed AI, within the Agreement
Schedule 3	Qualforge Data Processing Agreement, version 3.1 of 13 October 2026, 3 - Data Processing Agreement (v3.1).pdf
Schedule 4	Acceptable Use, within the Agreement
Schedule 5	Qualforge Service Description, within the Agreement

A8 · INITIALS

	Qualforge Ltd	The Client
Initials	RG	
Date	13/10/2026	

Qualforge Order Form, Schedule 1 to the Qualforge Client Agreement. One-page signature instrument plus Annex A in nine sections. Version 6.2, 13 October 2026, by Qualforge Ltd, a company registered in Scotland, company number SC888351, incorporated 3 May 2026, registered office 22 Shortlees Crescent, Kilmarnock, KA1 4PR. ICO registration ZC163997. team@qualforge.co.uk.