ITERONIX HELPDESK

Terms of Use

Version 1.0

Audience: All users · Version 2026-11-18

These Terms of Use ("Terms") govern your use of **Iteronix HelpDesk** (the "Service"), provided by **Iteronix LLC** ("Iteronix", "we", "us"). By clicking "I accept" or using the Service you agree to these Terms on your own behalf.

1. Business service only

The Service is provided to businesses ("Clients") under a separate agreement between Iteronix and your employer or organisation (the "Client Agreement"). It is not offered to consumers. If these Terms conflict with the Client Agreement, the Client Agreement prevails. You confirm you are using the Service for business purposes on behalf of a Client, or as Iteronix staff.

2. Your account

- Your account is personal. Do not share your password, sign-in links or authentication codes.
- Use multi-factor authentication where it is offered.
- You are responsible for activity under your account until you tell us it has been compromised. Report suspected misuse immediately to security@iteronix.co.
- We may suspend or disable accounts to protect the Service, a Client or other users.

3. Acceptable use

You must follow the **Acceptable Use Policy**, which forms part of these Terms.

4. Information you submit

- You are responsible for the accuracy and lawfulness of what you submit (tickets, messages, attachments, approvals).
- Do not submit passwords, payment card numbers, health information or other sensitive data in tickets unless we have asked for it through a secure channel.
- Approvals, acceptances and quote acceptances you make in the Service are made on behalf of your organisation where you are authorised to do so.

5. Recommendations and your organisation's decisions

Iteronix may recommend actions (for example updates, backups, MFA, hardware replacement). Decisions to decline, delay or override recommendations are your organisation's responsibility, and Iteronix is not liable for consequences of those decisions.

6. No guarantee

The Service helps manage IT risk; it cannot eliminate it. **To the maximum extent permitted by law, the Service is provided "as is" and "as available", without warranties of any kind**, express or implied, including merchantability, fitness for a particular purpose, non-infringement, uninterrupted or error-free operation, or that it will detect or prevent every security incident. Any commitments on service levels are made only in the Client Agreement.

7. Third-party services

The Service links to or relies on third-party services (for example Microsoft, Google, PayPal, remote-access and security tools, AI providers). They are governed by their own terms and Iteronix is not responsible for them.

8. Limitation of liability

To the maximum extent permitted by law, Iteronix is not liable to you personally for any indirect, incidental, special, consequential or punitive damages, or for loss of data, profits, revenue, goodwill or business, arising from your use of the Service. Iteronix's total liability to you personally for any claim relating to the Service is limited to **one hundred US dollars (US$100)**. Liability to your organisation is governed exclusively by the Client Agreement. Nothing in these Terms limits liability that cannot be limited by law (such as for fraud).

9. Suspension and termination

Your access ends when your organisation's Client Agreement ends, when your organisation removes you, or if you breach these Terms.

10. Changes

We may update these Terms. We will ask you to accept material changes before you continue using the Service.

11. Governing law and disputes

These Terms are governed by Colombia. Any dispute will be resolved exclusively as set out in the **Dispute Resolution** section of the Client Agreement, or, if none applies to you, by Colombia. **You agree to bring claims only in your individual capacity and not as a plaintiff or class member in any class, collective or representative proceeding, and, to the extent permitted by law, you waive any right to a jury trial.** Any claim must be brought within one (1) year after it arises, or it is permanently barred, to the extent permitted by law.

12. Contact

Iteronix LLC — cr 18a — info@iteronix.co