

DIY On Hold – Terms of Service

Terms of Service

Last Updated: March 2026

1. The Service DIY On Hold (“The Provider”) provides professional audio branding, including IVR greetings, music on hold, and voicemail recordings (“The Audio”) as a subscription service.

2. Term and Commitment

- **Initial Term:** By subscribing to the "Founder’s Rate" or any standard plan, you agree to a minimum initial commitment of **12 months**.
- **Rolling Contract:** Following the expiry of the Initial Term, this agreement will automatically renew on a **month-to-month basis** at the same rate.

3. Cancellation Policy

- **Notice Period:** To cancel your subscription after the Initial Term, you must provide at least **30 days' written notice** via email.
- **Freeze Period:** No requests for audio updates or changes can be made or processed once a notice of cancellation has been submitted.
- **Early Termination:** If you wish to terminate within the Initial Term, the remaining balance of the 12-month period becomes due immediately.

4. Licensing and Usage Rights

- **Limited License:** The Audio is provided under a **non-exclusive license**. It is licensed specifically for use on your business telephone/VoIP system only.
- **Non-Ownership:** DIY On Hold retains full ownership and copyright of all recorded files and background music compositions.
- **Restrictions:** You are strictly prohibited from using The Audio in radio ads, TV, podcasts, social media videos, or any other medium outside of your telephony system without a separate commercial broadcast license.
- **Termination of Rights:** Your license to broadcast The Audio expires immediately upon the termination of your subscription. Continued use of the files after your final billing date constitutes copyright infringement.

5. Service Levels & "Fair Use"

- **Turnaround:** We aim for a **48-hour delivery** on all standard scripts, excluding weekends and UK bank holidays.
- **Updates:** Your subscription includes "Unlimited Updates" subject to a **Fair Use Policy**. This is defined as one (1) full set of replacement recordings (IVR, On Hold, and Voicemail) per calendar month.

6. Payment & VAT

- All prices are subject to **VAT at the prevailing UK rate**.
- Failure to maintain an active payment method will result in the immediate suspension of your broadcast license.