



## Terms and Conditions

Effective Date: 16 December 2025

Company Name: Tricore Solutions LTD

Company Number: 16661928

Registered Address: 128 City Road, London, EC1V 2NX Contact Email:

[finance@tricoresolutionsltd.co.uk](mailto:finance@tricoresolutionsltd.co.uk)

ICO Reference Number: ZB995252.

### 1. Introduction

These Terms and Conditions (“Terms”) govern the provision of services by Tricore Solutions LTD (“we”, “us”, “our”) to the client (“you”, “your”). By engaging our services, you agree to these Terms.

### 2. Regulatory Status & Scope Boundary

Tricore Solutions LTD does not provide claims management services to individuals and does not act as a representative in legal or tribunal proceedings. Our role is limited to procedural and administrative support only, and clients act as litigants in person, issuing all correspondence in their own name.

We do not:

- Advise on the legal merits of claims
- Investigate evidence for the purpose of a claim
- Negotiate settlement or compensation
- Communicate with respondents or tribunals on a client’s behalf

For representation or legal advice, clients should instruct a Solicitors Regulation Authority (SRA)–regulated law firm. Where appropriate and on your instruction, we can provide contact details for independent firms; any engagement will be between you and that firm.

### 3. Services We Provide

- HR (Organisational): Employee relations support to employers, HR policy development, sponsorship management, HR integrity reviews, employer compliance and training.

Tricore Solutions Ltd  
16661928

128, City Road, London,  
EC1V 2NX

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- Individual procedural support (Litigant in Person model only): Assistance

with document preparation (e.g., ACAS EC forms, Employment Tribunal forms, schedules of loss based on publicly available guidance), procedural timelines, bundle compilation, and process checklists. All documents are submitted by you in your own name.

- IT: Cloud server management, IT support, infrastructure design, and device management.
- Retail: Food safety auditing, management solutions, and P&L management services.

A detailed scope will be set out in a Statement of Work (SOW). Any activity outside the scope in clause 2 is excluded.

#### 4. Client Responsibilities

You will:

- (a) Provide timely access to information, systems, and personnel
- (b) Review and approve all documents before submission
- (c) Submit all correspondence in your own name
- (d) Meet all statutory/tribunal deadlines
- (e) Ensure compliance with laws applicable to your matter

#### 5. Our Responsibilities

We will deliver services with reasonable skill and care, maintain confidentiality, and process personal data in line with our Data Protection Policy.

We will not act as your legal representative, negotiate settlement, or communicate with counterparties/tribunals on your behalf.

#### 6. Fees and Payment

Fees will be agreed in writing prior to work commencing. Deposits may be required.

Invoices are payable within 14 days unless stated otherwise in the SOW.

Any goodwill discounts (including any current 15% discount associated with our scope update) will be shown on invoices.

We do not offer contingency or success-fee arrangements.

Late payments may incur interest at 5% per month on outstanding balances. Queries:

[finance@tricoresolutionsltd.co.uk](mailto:finance@tricoresolutionsltd.co.uk)



## 7. Intellectual Property

All materials we create remain our intellectual property unless agreed otherwise in writing. You receive a non-exclusive, non-transferable licence to use deliverables for your internal purposes.

## 8. Confidentiality & Data Protection

We treat your information as confidential and comply with UK GDPR and the Data Protection Act 2018. See our Data Protection Policy and Privacy Statement for details (ICO ref: ZB995252).

## 9. Limitation of Liability

To the fullest extent permitted by law, we are not liable for indirect or consequential loss. Our aggregate liability is limited to the total fees paid in the three (3) months preceding the event giving rise to the claim.

## 10. Termination

Either party may terminate on 30 days' written notice. On termination, fees for work performed up to the termination date become payable immediately.

## 11. Force Majeure

Neither party is liable for delay or failure caused by events beyond reasonable control.

## 12. Governing Law

These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

## 13. Changes to these Terms

We may update these Terms; material changes will be notified to clients. Continued use of services constitutes acceptance of updated Terms.