

Terms of Service

Last updated: 31 August 2026

These Terms of Service govern your use of the ConvertVibe website (convertvibe.io) and set out the basis on which CONVERTVIBE LTD ("ConvertVibe", "we", "us" or "our") makes its website and services available. By using this website, you accept these terms. If you do not agree with them, please do not use this website.

1. Who we are

This website is operated by CONVERTVIBE LTD, a company registered in England and Wales.

Legal company name	CONVERTVIBE LTD
Company number	14487718
Registered office	Izabella House, 24-26 Regent Place, Birmingham, B1 3NJ
Email	info@convertvibe.io

2. What ConvertVibe does

ConvertVibe provides enquiry response, qualification, follow-up and tracking services for businesses. Our clients generate their own enquiries through their existing channels - for example their own websites, telephone lines, advertising or referrals. ConvertVibe responds to those enquiries on the client's behalf, establishes what the customer requires, qualifies and tracks the enquiry, and passes genuine opportunities back to the relevant client.

ConvertVibe does not generate enquiries or leads for clients, and does not sell, rent or broker leads. We help businesses manage the enquiries they already receive.

3. Using this website

You may use this website for lawful purposes only. You agree not to:

- ? Use the website in any way that breaches applicable law or regulation.
- ? Submit false, misleading or fraudulent information through forms or the chatbot.
- ? Attempt to gain unauthorised access to the website, its systems or any data.
- ? Introduce viruses, malware or other harmful material.
- ? Scrape, harvest or collect information from the website by automated means without our written permission.
- ? Interfere with the availability or security of the website.

We aim to keep the information on this website accurate and up to date, but the website and its content are provided for general information only and do not constitute professional advice or an offer capable of acceptance.

4. Enquiries, forms and our chatbot

If you contact us through a form on this website, by email or through our custom-built chatbot, we will use the

details you provide to respond to your enquiry, as described in our Privacy Policy. Submitting an enquiry does not create a client relationship or any obligation on either party to enter into one.

Our chatbot uses technology and predefined criteria to help organise and respond to enquiries. It is designed to assist with the enquiry process, not to make solely automated decisions that produce legal or similarly significant effects on you.

5. If you become a client

Where a business engages ConvertVibe to provide services, that engagement is governed by a separate written service agreement agreed between ConvertVibe and the client, including the scope of services, service levels, fees and data-processing terms. Nothing on this website overrides a signed service agreement.

6. Intellectual property

The ConvertVibe name, logo, website design, text, graphics and other content on this website are owned by or licensed to CONVERTVIBE LTD and are protected by intellectual-property laws. You may view and print pages for your own internal business use, but you may not reproduce, distribute or use our branding or content for any other purpose without our prior written consent.

7. Third-party links and services

This website may contain links to third-party websites or make use of third-party services in its operation. We are not responsible for the content, accuracy or practices of third-party websites, and a link does not imply endorsement. Your use of third-party websites is at your own risk and subject to their terms.

8. Website availability

We aim to keep this website available and functioning, but we do not guarantee uninterrupted or error-free operation. We may suspend, withdraw or change the website or any part of it without notice, including for maintenance, security or legal reasons.

9. Our liability

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded or limited by law.

This website is provided for business use. Subject to the paragraph above, we exclude all implied conditions, warranties and representations to the fullest extent permitted by law, and we will not be liable for any loss of profit, loss of business, loss of revenue, loss of data or any indirect or consequential loss arising from your use of, or inability to use, this website or reliance on its content.

10. Your privacy

Any personal information you provide through this website is handled in accordance with our Privacy Policy, and

our use of cookies is described in our Cookie Policy.

Read our Privacy Policy: <https://convertvibe.io/privacy>

11. Changes to these terms

We may update these terms from time to time as our business, services or legal obligations change. The latest version will be published on this page and the 'Last updated' date will be amended. By continuing to use the website after changes are published, you accept the updated terms.

12. Governing law

These terms, and any dispute or claim arising out of or in connection with them or this website, are governed by the laws of England and Wales. The courts of England and Wales will have exclusive jurisdiction, except that consumers benefit from any mandatory protections afforded by the law and courts of their place of residence.

13. Contact us

If you have any questions about these terms, please contact us:

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