VERSION 1.0 · IN FORCE FROM 6 NOVEMBER 2026

Website assessment terms

The terms on which we sell one website assessment: what you buy, the price, giving us access, your right to cancel, refunds and what we are responsible for.

> This version is a draft awaiting our solicitor's review.

In short

- You buy one assessment of one WordPress site, the one your free check read. With administrator access you give us, we check the plugins, themes and PHP it runs against published security advisories, and tell you what to update, in order.
- The assessment changes nothing on your site and fixes nothing. A version number is evidence of a number, not of a problem: some hosts apply fixes without changing it.
- It costs £9.99, paid by card when you order. This is the total you pay: we are not registered for VAT, so no VAT is charged.
- During our launch, while card payments are not open, an order costs nothing and we take no payment, so what these terms say about paying and refunds applies only to an order you pay for.
- Until our vulnerability database is connected, which our order page says, we cannot check plugins, themes or WordPress itself against published advisories: the report lists them with their versions and says it could not check them. PHP and the site's settings are still checked.
- You ask us to start as soon as you have paid. If you are a consumer you may cancel within fourteen days of your order; if you cancel once we have started, we refund what you paid less a proportionate amount for what we have done by then. Once we have sent the report and the report of your re-check, the service is complete and you can no longer cancel.
- If the password you give us does not work after three tries, if we cannot get access for a reason that is not yours, or if you do not give it within seven days of paying, we refund you in full.

1. Who we are and what these terms cover

These terms are made by Kalotect Ltd, trading as Kalotect, a company registered in England and Wales with company number 17517329, whose registered office is Lambourne House, London Road, Riverhead, Sevenoaks TN13 2DE. In them, "we", "us" and "our" mean Kalotect, and "you" means the person who buys or orders the assessment.

They cover one website assessment bought, or ordered at no charge during our launch, on kalotect.com, and nothing else we do. Our terms of business, which apply when a business engages us for a website or a service, do not apply to it.

2. What you buy

You buy one assessment of one WordPress site: the site your free website check read, at the address the check settled on.

With the administrator access you give us, we read the plugins, themes and settings installed on the site, and check each against a vulnerability database. We check the version of PHP the site runs against PHP's own security releases.

Until our vulnerability database is connected, which our order page says before you order, we do not check plugins, themes or WordPress itself against it: the report lists them with their versions and says it could not check them. We still check PHP against PHP's own security releases and read the site's settings, and the rest of the report is as this clause describes.

The assessment changes nothing on your site and fixes nothing. It tells you what we found and what to do, in order.

A version number is evidence of a number, not of exposure: some hosts apply fixes without changing the version they report. Where a finding rests on a version number, the report says so and asks you or your host to confirm it.

3. The price

The assessment costs £9.99, paid by card through Stripe, our payment provider, when you order. This is the total you pay: we are not registered for VAT, so no VAT is charged.

Our receipt, which we send you by email, is the record of the sale. We issue no invoice.

While card payments are not open, during our launch, the assessment is free: an order costs nothing, we take no payment and we ask for no card details. Our order page says so before you order, and the email we send about your order says that nothing was charged.

For an order made then, what these terms say about the price, paying, our receipt, a refund and a proportionate amount for what we have done does not apply, because there is nothing to pay or to give back. Where these terms say "after you have paid" or "of paying", read "after you have ordered" or "of ordering". If we cannot get access after three tries, or you do not give it within seven days of ordering, we close the order, and nothing is owed by either of us.

Everything else in these terms applies to a free order as to a paid one: your authority to give us access, how we use it, what you receive, including the re-check, and what we are responsible for, save that for a free order our liability to you is limited to £9.99, the price the assessment carries once card payments open, except where the law does not allow a limit. You may cancel a free order at any time before we send the report, by replying to any email from us about it, and nothing is owed.

4. Who may buy, and your authority

Anyone may buy the assessment, whether as a consumer or for a business.

When you order, you confirm on our order page that you own the website, or that its owner has authorised you to give us administrator access to it, and that you are buying the assessment for that website. We record the time you confirmed it. Do not give us access to a site you are not authorised to give access to.

5. Giving us access

After you have paid, our steps ask you to make a temporary administrator user on the site for us, and to give us an Application Password for that user. We use it for less than a minute, while our access page checks it, and only at the address your free check read: to check that it works, and to read what is installed, three of its settings, the counts of its pages, posts and administrators, and the content of up to five of its pages. We never store it, or the user's name.

If the password does not work after three tries, or you have not given it within seven days of paying, we refund you in full, automatically.

When we have sent the report, delete the user, or revoke its password.

6. What you receive

You receive the report by email as a PDF, usually within the hour of giving us access. It is produced by our code.

We may later add a short summary in plain English, drafted by an AI model and signed by a person in our studio, and email you the report again when we do. The summary is not part of what you buy, and it may not come.

One re-check of the same site, with access given again, is included for thirty days after the report is sent.

7. Starting at once, and your right to cancel

When you order, you ask us to start as soon as you have paid, and our order page records that you did.

If you are a consumer, you have fourteen days from your order to cancel. The service includes the re-check, so it is complete once we have sent the report and the report of your re-check, and you acknowledge that you lose the right to cancel at that point. If you cancel once we have started and before then, we refund what you paid less a proportionate amount for what we have done by then.

If you cancel before we have read the site, we refund you in full. To cancel, reply to any email from us about your order, or write to hello@kalotect.com.

8. Refunds

We refund you in full when the password you give us does not work after three tries, when we cannot get access to the site for a reason that is not yours, or when you have not given us access within seven days of paying, and at our discretion otherwise.

A refund goes back to the card you paid with, through Stripe.

9. What we are responsible for

We report what our code found from what the site gave us. We do not promise that the site is secure, and a finding we could not check says so.

Our liability to you is limited to the price you paid, except where the law does not allow a limit. Nothing in these terms limits our liability for death or personal injury caused by our negligence, or for fraud.

If you are a consumer, you have legal rights when a service is not carried out with reasonable care and skill, and nothing in these terms affects them.

10. Your data

Our privacy notice says what we keep about you and your order, why, and for how long. Its part headed “Buying a website assessment” applies to the assessment.

11. Complaints and the law

If something has gone wrong, reply to any email from us or write to hello@kalotect.com, and we will put it right where we can.

The laws of England and Wales apply to these terms. If you are a consumer living in Scotland or Northern Ireland, you may also bring a claim in the courts there.