**PiPcall Limited – Point of Sale (POS) Terms and Conditions for Data eSIM Services (B2B)**

**1. General Overview** These Terms and Conditions (“Agreement”) govern the sale and use of eSIM services sold by PiPcall Limited through its Point of Sale (POS) system. By purchasing eSIM services from PiPcall Limited, the Client (“Customer”) agrees to comply with the terms outlined herein. This Agreement is applicable only for business customers (B2B transactions).

**2. Service Description**

* An eSIM (embedded SIM) is a digital SIM installed within compatible, network-unlocked devices via a QR code or activation code.
* PiPcall Limited provides eSIM data plans for use in over 180 countries, allowing business users to remain connected without the need for physical SIM cards.

**3. Installation and Setup**

* Customers are responsible for ensuring that their devices are eSIM compatible and network-unlocked before purchasing.
* Installation is completed by scanning a provided QR code or manually inputting the activation code. Comprehensive installation and troubleshooting guides are available on PiPcall Limited’s website.

**4. Device Compatibility and Reinstallation**

* Each eSIM is licensed for installation on one device only. It cannot be installed or used on multiple devices.
* The ability to reinstall the eSIM on the same device may vary according to carrier policies, subject to limitations.

**5. Use and Limitations**

* eSIM data plans sold by PiPcall Limited are for data-only services and do not include call or SMS capabilities.
* eSIMs are valid for the designated country or region specified in the purchase. It is the Customer’s responsibility to ensure that their selected plan supports their destination.
* Tethering and personal hotspot usage are permitted on most data plans, allowing business users to connect additional devices.

**6. Data Validity and Expiry**

* eSIM data plans are valid for the time period specified at the time of purchase. Unused data will expire at the end of the period, with no option for rollover or refunds.
* Customers can purchase additional data plans as needed via the PiPcall Limited portal.

**7. Modifications, Replacements, and Refund Policy**

* Once purchased, eSIM data plans cannot be modified, refunded, or exchanged.
* In the event of a lost or stolen device, PiPcall Limited may suspend the eSIM service upon request during UK business hours. However, replacement or reissuance of an eSIM is not permitted.

**8. Fraudulent Use and Security**

* PiPcall Limited reserves the right to suspend or terminate eSIM services in cases of fraudulent, unlawful, or unauthorised use.
* Customers must report any suspected fraud or unauthorised use immediately. PiPcall Limited shall not be liable for any losses resulting from the Customer’s failure to report such incidents promptly.

**9. Data Protection and Privacy**

* PiPcall Limited is committed to protecting the personal data of its business clients in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
* For more details, refer to PiPcall Limited’s Privacy Policy available on the company’s website.

**10. Support and Troubleshooting**

* PiPcall Limited offers customer support during UK business hours for assistance with eSIM activation and technical issues.
* Troubleshooting guides are provided for common issues such as ‘PDP Authentication Failure,’ and customers are encouraged to use these resources before contacting support.

**11. Network and Service Availability**

* PiPcall Limited utilises a network of trusted roaming partners to deliver eSIM services. While continuous service is the goal, PiPcall Limited is not liable for any network outages, coverage issues, or disruptions caused by third-party providers.
* The Customer acknowledges that any network or signal issues are outside the direct control of PiPcall Limited and may result in service interruptions.

**12. Liability Limitation**

* To the fullest extent permitted by UK law, PiPcall Limited shall not be held liable for any indirect, incidental, or consequential damages arising from the use or inability to use the eSIM services.
* PiPcall Limited’s liability for any claim related to this Agreement shall be limited to the total amount paid by the Customer for the relevant eSIM services during the 12 months preceding the claim.

**13. Indemnity**

* The Customer agrees to indemnify and hold harmless PiPcall Limited, its employees, and agents from and against any claims, liabilities, damages, and expenses arising from the Customer’s breach of this Agreement or unauthorised use of eSIM services.

**14. Force Majeure**

* PiPcall Limited shall not be liable for any failure or delay in performance under this Agreement due to circumstances beyond its reasonable control, including but not limited to acts of God, war, terrorism, and disruptions in telecommunications.

**15. Governing Law and Jurisdiction**

* This Agreement shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

**16. Entire Agreement and Amendments**

* This Agreement constitutes the entire understanding between PiPcall Limited and the Customer regarding the eSIM services. No amendment to these terms shall be effective unless agreed in writing by PiPcall Limited.

**17. Severability**

* If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.