



SealedMail

SERVICE AGREEMENT

Terms of Service

Managed DMARC monitoring for UK businesses

VERSION 1.3 · EFFECTIVE 23 JUNE 2026 · READ ALONGSIDE THE SLA & PRIVACY POLICY

shaun@sealedmail.co.uk · www.sealedmail.co.uk

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AT A GLANCE

✓ B2B only

Not available to consumers

✓ £39 / domain / month

Not VAT registered, no VAT added

✓ No minimum term

Monthly rolling, cancel any time

✓ Reporting service

Information only, no changes to your systems

✓ Liability capped

To 3 months' fees paid

✓ England & Wales law

Plain-English terms

✓ ABOUT THESE TERMS

These Terms of Service govern your subscription to and use of the SealedMail service. SealedMail is operated by Shaun Cooke, a sole trader trading as SealedMail, of Bellingham House, 2 Huntingdon Street, St Neots, Cambridgeshire, PE19 1BG. By subscribing, you agree to these Terms.

They are written in plain English. Where SealedMail makes a commitment, it means it; where something is excluded, it is stated plainly. These Terms, the Service Level Agreement, the Privacy Policy, the Cookie Policy and the Cancellation and Refund Policy together form the agreement between you and SealedMail.

SECTION 01

What SealedMail provides

SealedMail is a DMARC (Domain-based Message Authentication, Reporting and Conformance) monitoring and email compliance reporting service. For each subscribed domain, SealedMail:

- receives and processes DMARC aggregate reports (RUA) and TLS reports (TLS-RPT) sent to SealedMail's reporting addresses by email receivers;
- delivers a weekly report to your nominated email address, written in plain English, explaining what the data shows and what it means for your business; and
- includes within each weekly report a refreshed domain health check covering your domain's email authentication posture, including confirmation that your DNS records continue to point correctly to SealedMail.

Service hours, delivery schedules and response targets are set out in the SealedMail Service Level Agreement, which forms part of the service description.

SECTION 02

What SealedMail does not provide

For clarity, SealedMail does not:

- host or operate your email infrastructure;
- configure, change or manage your DNS settings, you (or your IT provider) make all DNS changes;
- provide real-time alerts, a live dashboard, or any software requiring login;
- guarantee email deliverability, or guarantee the prevention of fraud, spoofing or any other harm;
- provide support outside service hours;
- make changes of any kind to your systems;
- sell, manage or facilitate the purchase of BIMl certificates; or
- provide a managed DMARC enforcement service or professional IT, legal or security advice.

SealedMail is a **reporting service**. It tells you what is happening; decisions and actions remain yours.

SECTION 03

Business-to-business service only

SealedMail is strictly a business-to-business (B2B) service. By subscribing to SealedMail, you confirm that you are acting for purposes relating to your trade, business, craft, or profession. The service is not available to consumers purchasing for personal or domestic use, and statutory consumer protection

laws (including the Consumer Rights Act 2015) do not apply to this agreement. If you are a consumer, you must not subscribe to or use this service.

SECTION 04

Your responsibilities

You agree to:

- create and maintain the DNS records needed for the service (DMARC RUA and TLS-RPT entries pointing to the addresses SealedMail provides), and update them promptly if SealedMail notifies you of a change;
- only point SealedMail's reporting addresses at domains you own or control, and only subscribe domains you are authorised to monitor;
- notify SealedMail at shaun@sealedmail.co.uk if you change, transfer or stop using a subscribed domain; and
- keep your contact details and nominated report recipient up to date.

SealedMail cannot deliver the service if the required DNS records are absent, incorrect or removed, and is not responsible for gaps in reporting that result.

SECTION 05

Payment

- The service costs **£39.00 per domain, per month**. SealedMail is not VAT registered; no VAT is added.
- Each domain is a separate monthly rolling subscription, billed in advance via Stripe. SealedMail does not see or store your card details.
- There is no minimum term and no annual contract.
- Prices may change. SealedMail will give you reasonable notice of any price change before it takes effect, and you may cancel before the new price applies.

SECTION 06

Cancellation

- You may cancel at any time by emailing shaun@sealedmail.co.uk, or via the Stripe customer portal where enabled.
- Cancellation takes effect at the end of your current billing period. The service continues until that date, and no further payments are taken.

- After cancellation, your data is handled as described in the Cancellation and Refund Policy and the Privacy Policy.

SECTION 07

Refunds

No pro-rata refunds are given for partial months. Where a service failure has occurred, a partial refund may be given at SealedMail's discretion. If monitoring never starts because the required DNS records are not added within 30 days of sign-up, SealedMail automatically cancels the subscription and refunds your most recent payment in full. Full details are in the Cancellation and Refund Policy, which forms part of these Terms.

SECTION 08

Limitation of liability

- SealedMail provides information only. You are responsible for any decision, action or inaction taken on the basis of report content.
- SealedMail's total liability to you, however arising, is capped at the fees you paid to SealedMail in the **three months** preceding the event giving rise to the claim.
- SealedMail is not liable for indirect or consequential loss, including loss of profit, loss of business, or losses arising from fraud committed by third parties against you.
- Nothing in these Terms limits liability that cannot lawfully be limited, including liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation.

SECTION 09

Data handling

SealedMail processes personal data as described in the SealedMail Privacy Policy, available at sealedmail.co.uk/privacy. DMARC aggregate reports contain technical data about email flows (such as sending server IP addresses, authentication results and message counts); they do not contain the content of emails.

SECTION 10

Acceptable use

You must only use SealedMail's reporting addresses for domains you own or control. You must not use the service to monitor a third party's domain without authority, attempt to interfere with SealedMail's infrastructure, or use the service for any unlawful purpose. SealedMail may suspend or terminate the service for breach of this section.

SECTION 11

Changes to the service

SealedMail may improve or change the service over time. Reasonable notice will be given of any material change. If a change materially disadvantages you, you may cancel before it takes effect.

SECTION 12

Termination by SealedMail

SealedMail may terminate your subscription:

- for material breach of these Terms (including the acceptable use section), with notice stating the ground; or
- if SealedMail discontinues the service, with reasonable notice and a pro-rata refund for any unused paid period.

SECTION 13

General

- These Terms, the Service Level Agreement, the Privacy Policy, the Cookie Policy and the Cancellation and Refund Policy together form the agreement between you and SealedMail.
- If any part of these Terms is found unenforceable, the rest remains in effect.
- These Terms are governed by the law of **England and Wales**, and the courts of England and Wales have jurisdiction.

SECTION 14

Contact

CONTACT

shaun@sealedmail.co.uk

Bellingham House, 2 Huntingdon Street, St Neots, Cambridgeshire, PE19 1BG

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