

Agents Apps Terms and Conditions

Scope

1. The following terms and conditions apply to purchases made from Agents Apps or via the agentsapps.co.uk Website.
2. The contract is between Agents Apps. (The seller) and the person or organization named on the order or credit card/debit card (The Buyer).
3. For contractual purposes the point of sale is deemed to be **England**, and the date and time of sale that when the order has been received and confirmed, either at the completion of an online transaction, or via an email, letter or fax from us following receipt of your posted order and payment. This contract shall be governed by **English Law** under the exclusive jurisdiction of the English Courts.

Pricing & Payment

4. The prices are those held on the master file for the web page and its direct links to product details. In the event of any unauthorized tampering with these pages, the master file held at the trading premises of the seller shall prevail. Any transaction conducted at an incorrect price will be deemed null and void and the buyer advised with 14 days via email.
5. All Apps must be paid for once approved by the buyer; the ongoing monthly payment is for a minimum of 12 months.
6. Title and intellectual copyright remains with the seller at all times, with the exception of any logos or trademarks of the buyer, in the event of subsequent repudiation of payment by the buyer's bank or paying agent, or cancellation of the monthly payment, the app will be removed from the apple/android store until such times as the payment is made in full.

Delivery Times

7. Delivery times and dates quoted by the company are only estimates and are not binding in any way. The company does not accept any liability for any loss incurred by customers if deliveries are not carried out at the estimated time.

Force Majeure

8. The company shall not be liable for delay in performing or for failure to perform its obligations if the delay or failure results from any of the following: (a) Acts of God (b) Outbreak of hostilities, riots, civil disturbance, acts of terrorism (c) The act of any government, or authority (including refusal or revocation of any license or consent) (d) Fire, explosion, flood fog or bad weather (e) Power failure, failure of telecommunications lines, failure or breakdown of plant machinery or vehicles (f) Default of suppliers or sub-contractors (g) Theft, malicious damage, strike, lock-out or industrial action of any kind (h) Any cause or circumstances whatsoever beyond the companies reasonable control.

Refunds

9. Once the App is ordered you are unable to cancel the App, refunds may be issued under certain circumstances at the discretion of the management.

Jurisdiction

10. The Law of England shall apply to these Terms and Conditions.
11. All disputes arising out of these Terms and Conditions shall be subject to the exclusive jurisdiction of the Courts of England.

Satisfaction

12. We want you to be totally satisfied with your purchases. If, for any reason, you are not, please contact us in the first instance by email or phone where we will try to resolve any areas of dissatisfaction. In the event of an unresolved dispute, an independent third party, mutually acceptable to both the buyer and the seller, shall act as an arbitrator. Arbitration shall take place in the United Kingdom.

If you have any queries at all, regarding these terms, please do not hesitate to contact us for clarification before you complete your purchase.

Complaints

If you want to make a complaint, we will deal with it speedily and fairly. We will:

- Acknowledge your complaint within 5 working days of receipt
- Try and resolve your complaint fully within 4 weeks of receipt. If there are valid reasons for consideration of the complaint taking longer, we will keep you fully informed in writing or via telephone or email as you prefer and you will receive a response at the very latest within 8 weeks.
- Liaise with counseling organisations acting on your behalf, if you ask us to.
- Send you a final decision on the complaint in writing.