



TERMS & CONDITIONS BOT ORDER

NOVEMBER 2022



Disclaimer

The terms listed below are non-disputable and must be followed at all times. This page should be read in detail before making any purchases. We are not liable if you fail to read these terms sufficiently. A bot order is when you order a bot from Relient, either to custom specifications or a pre-made bot.

1. Introduction

These terms and conditions set out the terms between you ("the buyer", "the customer") and us ("Relient", "Service Provider", "our", "we", "us").

2. Licence and Use

All bots made by Relient are hosted by us, we do not offer a self-hosting option. This requires you to pay a monthly licence fee in order to use the bot. This can be paid on a month-by-month basis, or paid in bulk for a number of months, in which case a discount may be offered. You can cancel the bot at any time and stop payments - at this point the bot will be switched off at the end of the billing period.

Our payment partner will automatically attempt to authorise the payment when it is due. If we do not receive payment within 14 days of the original date in which the invoice was due for (due date + 14 days), we reserve the right to cancel your contract and delete the bot files. You won't be able to start the bot again after we've deleted it.

3. Support

We will offer support for the bot. When it is made, it will have help and setup commands to show you how to get started. You will have a ticket open in our Discord Server for the duration of your licence period, where you can communicate with us any issues or questions.

4. Ownership & Rights

The bot remains the property of Rellent throughout the time of the contract. The buyer is paying a licence fee to enable their use whilst permitted by Rellent.

5. Payment Transactions

Payment can be made via Stripe (Credit/Debit card) or PayPal. Both of these services will set up a subscription to be billed every month until cancelled. You can contact us to cancel the subscription, or in some cases you may be able to cancel it yourself.

All payments are non-refundable. If you cancel, the product will remain online until the end of the billing period.

6. Agreeance

By accessing the service provided by Rellent, you or those you represent agree and acknowledge that you have read and accepted these terms and conditions in its entirety.

Last Updated: 15/11/2022

You can always get in touch with Rellent if you have any questions about these terms and conditions.

Email: hello@rellent.co.uk

Discord: rellent.co.uk/discord