



TERMS & CONDITIONS CUSTOM ORDER

JULY 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 custom order is when the customer contacts us asking for a specific setup/file/skin to be made. All communication is made through a discord ticket.

1. Introduction

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

2. Licence and Use

Your purchase of one of our products constitutes our granting to you of the files provided. You are not permitted to re-distribute these files by any means, copy these files, rip these files, “un-lock” these files, or anything of this type. This can be confirmed by contacting us. The textures/skins that may be included in the files also come under this agreement. The textures and skins must not be edited. If you wish to make changes you must re-skin the vehicle from scratch and not edit any of the files provided. Our work will come watermarked and you must not remove this watermark from any of the files provided, and you must not rip these files, or make any unauthorised changes.

The files provided to you should only be of access to you and cannot be re-distributed or shared by any means – this includes reselling in your own modding group – this is strictly prohibited. If you wish to use your products on a FiveM Server or Roleplay Community, you must fill out the permission form, you can either do this before you make the purchase or after. The products must only be shared with trusted people with access to the gameserver files. The external person with access to the files must also agree to these Terms and Conditions.

Any products provided by Relient are provided “as-is” and therefore it is made clear to you that the modifications/files will not be edited afterwards. If you wish to get further clarification or details on the product then you can do so by contacting us. Custom orders allow you to give us a specification of what

you would like your product to be. We will do our best to do this for you. Sometimes it may not be possible, and in this case we will consult with you before taking the order further. Once the product is finished we will give you the opportunity to view it via in-game screenshots and/or videos. You can ask for specific shots here too. If you are happy with the quality of the product you will be asked to make payment. From this point it is made clear to you that the product will not be edited further. All vehicles are provided as ELS compatible unless otherwise stated.

3. Support

Limited support will be offered by Rellent after the purchase and after the files are provided. This includes installing the files into GTA5 and FiveM platforms. However, we can not guarantee that we will be able to fix any problems that arise during the installation process. Files provided will be tested to ensure they work before being provided. In the case they are not tested and you report a fault, they will be tested and if they work you will be let know. If not, they will be fixed. If it is not possible for them to be fixed you will receive a refund.

4. Ownership & Rights

All products sent from Rellent to you will remain the property of Rellent. The buyer is paying a fee to enable them to use the product whilst permitted by Rellent. This permission can only be revoked by EliteJaguar Management. You will be notified if your permission is revoked. This is not a normal practice and will only be done if required. The product licence remains the use of the buyer of the products unless terminated by Rellent.

5. Exclusivity of Products

All products bought from Rellent will not be exclusive to the customer and may be added to the store at a later point. If you so wish, a product can be made exclusive but there will be an additional fee. This does not apply to all products and is not always an available option. To enquire further please contact us. Exclusive means that the product will be made specifically for you and not be sold to any others, although it may still be used by the vehicle creator.

6. Payment Transactions

When a custom order requires payment, an invoice will be created and issued to your account on this website. You will receive this invoice through email and it will also appear in your account section of the website. You should follow the instructions on the invoice to complete payment with your chosen provider. When paying for custom orders, we sometimes require you to pay half of the total cost of the order at the start (before work begins), and the remaining half of the cost when the products have been completed. This is to stop us doing work and not being paid afterwards.

You are aware that the product cannot be refunded once it has been downloaded – we log all downloads made. This is because it is a digital product that cannot be returned. Refunds are not normal practice but can be considered on a case-by-case basis.

7. Agreeance

When purchasing our products you will be assigned to an invoice on our website. You must complete payment through this system, whilst doing this you will be provided with our terms and conditions and you must state your acceptance of these terms and conditions or the order can unfortunately not be processed. Any breach of these terms and conditions will result in the termination of your licence to use our products.

Last Updated: 20/07/2022

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