

Rellent

Frontend Website Service Terms & Conditions

Introduction

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

Licence and Use

Your purchase of a website from Rellent constitutes your use of the website. We operate the following types of purchases:

1. **Service Purchase** - A service purchase means that you will pay a monthly licence fee that allows you the use of the website whilst that monthly licence fee is being paid. The service can be cancelled by the customer at any time, and once cancelled, you will no longer have rights to use the website. Support is offered throughout the licence period. Additional features will be billed for.

The following terms and conditions apply to a Service Purchase.

Redistribution

Under no circumstances should any website content and/or files be redistributed to a third party.

Licence

Each month you will be required to pay a fee to continue your licence to use the website. Each payment will cover the duration of one calendar month, after which period, you will need to pay the subscription again. We reserve the right to revoke your licence without notice.

Payment and Subscription

You will sign up to a Stripe or PayPal subscription when you make your first payment. This will **automatically** bill you each month unless you cancel the subscription. If we do not receive payment, your website will be suspended. If after a period of 7 days after the due date we have still not received payment, we reserve the right to permanently cancel your service and permanently erase your service and all data associated with it.

Setup Time

You will be charged a £10 setup fee. It may take up to seven days for the website to go online and all necessary changes made for your community. You will be kept up to date in your dedicated Discord ticket.

Refunds

We do not offer refunds.

Pricing

We reserve the right to update the pricing of the service. Notice will be provided to the customer in advance of the price change. The current pricing is as follows:

- £10 initialization/setup one-time fee
- £20 recurring subscription fee - charged monthly

Cancellations

The service can be cancelled at any time by the customer. If you choose to cancel the service, you can either cancel the service immediately, or continue it until the end of your current billing period. Once cancelled we cannot renew the service, all data associated with it will be permanently erased.

If you chose Stripe as your payment processor, you can cancel your service using the Subscriptions area in your Rellent Account Dashboard:

<https://rellent.co.uk/account/subscriptions>

If you chose PayPal as your payment processor, please use your PayPal account to cancel the subscription:

<https://www.paypal.com/be/smarthelp/article/how-do-i-cancel-an-automatic-payment-i-have-with-a-merchant-faq2058>

Website Content Agreement

You agree to provide us with the assets and information that we tell you we need to complete our work, in the formats that we ask for. We need these materials to complete your website. It is your responsibility to ensure that we receive these materials.

As such, we are not responsible for inputting text or images into the content management system or creating every page. We will help you with customising the website and provide documentation which will help you to do so.

Website Hosting Agreement

We will manage the hosting of your website. It will be on our server space, however, our servers are managed by an external web hosting company. We cannot guarantee that the website will be online 24/7 as we are bound to the constraints of the web hosting company. We will do our best to inform you of maintenance windows provided by the web hosting company. But we cannot guarantee that the website will be online at all times. Website downtime will often be out of our control and unavoidable. We will make weekly backups of the website. Our hosting is located in the United Kingdom (UK).

Abuse Agreement

You will not use the website for illegal or inappropriate purposes. You must only upload items of which you have the intellectual property rights for. Any abuse of the website or the hosting will result in the immediate termination of your licence and subscription. This includes using leaked assets.

Changes and Revisions

Any additional feature requests or changes will be billed for.

Breaches

Any breach of these Terms and Conditions will result in the immediate termination of your subscription.

Agreement

When completing your purchase you must agree to these Terms and Conditions before the purchase will complete. When agreeing to these Terms and Conditions, it is expected that you have read them in full and understand them.

Last updated: 31 May 2023

To get in touch with us please use the following options:

Website: rellent.co.uk

Discord: rellent.co.uk/discord

Email: hello@rellent.co.uk

