



# TERMS & CONDITIONS WEB STORE

JANUARY 2023



## **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 purchase from the web store is when you make a purchase from <https://rellent.co.uk>.

### **1. Introduction**

These terms and conditions set out the terms between you (“the buyer”, “the customer”) and us (“Rellent”, “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 Rellent 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. All models are purchased in the state shown in the pictures

unless stated otherwise. We will not be held responsible for the products not being what you expected or wanted.

### **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 then be tested and if they work you will be informed. If not, they will be fixed. If it is not possible for them to be fixed you will receive a refund.

All vehicles provided by Rellent require ELS for the emergency lighting systems to work correctly. You can download it [here](#) for singleplayer. If you are using FiveM, you need to find a compatible ELS script to use on your server, we recommend [OM Solution's ELS script](#). We do not provide support for the installation of ELS to your game or to your FiveM server. Normally we do not provide ELS xml/vcf files with our products. We can provide an xml file for singleplayer ELS upon request. If you're using a FiveM script, you need to use an xml/vcf file that is compatible with that script – contact the script author – we cannot help with this. When purchasing the vehicles it is presumed that you have adequate knowledge to install them.

### **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 Rellent 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**

Please note that all products bought from our store can be purchased by others. The product will not be exclusive to you.

## **6. Payment Transactions, Refunds & Downloads**

Payments taken via our website will be processed using your chosen payment processor. From the point of payment, the payment becomes non-refundable. All products will be delivered instantly (unless flagged for approval - more in section 7) via email and the my account page. If you run into any issues downloading the files then please contact us and we will help you out. Please note that you will only be able to download the product once. If you lose access to the files and can provide a valid reason, we can give you access to download them again, as long as you open a ticket on our website or send us an email using the details below. We cannot take requests for new downloads over Discord as we cannot confirm we are speaking to the account holder. However, please note that we reserve the right to not give you access again, if you've already downloaded the product.

Refunds will not be issued unless the product cannot be delivered or your order is not approved. We log downloads for all products and will be aware if it has been downloaded. You are aware that the product cannot be refunded once downloaded as it is a digital product and cannot be refunded.

## **7. Order Approval**

When you place an order on our webstore, your payment will be processed by your chosen payment processor, and once that is complete your order will be sent to us for approval. Your product will not be delivered until your order is approved. We check orders for fraudulent activity and other suspicious circumstances. You should receive a response from us within 72 hours (maximum) via email, so please ensure you monitor your inbox. If your order is rejected/denied/not approved you will receive a full refund to your original payment method. In extreme cases where fraud is flagged by one of our external payment processors, we may require you to provide a form of identification so we can process your purchase. Please contact us before ordering if you have any questions or concerns related to order approval.

## **8. Pricing**

We reserve the right to update the prices of our products at any time and at our discretion. If a product price changes, the total for your purchase will not

be changed if payment has already been completed. We will not make any changes to totals of past purchases if the price changes. You are aware that the price may change at any time and you are purchasing the product at the advertised price at the time of purchase.

## **9. Agreeance**

When completing your purchase, you must agree to these terms and conditions before continuing. Any purchases made must agree to these terms and conditions. Any breach of these terms and conditions will result in the termination of your licence to use our products.

## **10. Changes**

You are responsible for ensuring you are aware of any changes or updates to these terms and conditions each and every time you place an order on our webstore. We recommend reading these terms and conditions in full each time you place an order to ensure you do not miss any changes.

*Last Updated: 13/01/2023*

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

Email: [hello@rellent.co.uk](mailto:hello@rellent.co.uk)

Discord: [rellent.co.uk/discord](https://rellent.co.uk/discord)