



# Terms & Conditions

Please read these Terms and Conditions carefully before using this site

## 1. Agreement to Terms of Use

These Terms and Conditions of Use (the “Terms of Use”) apply to the website located at [www.thecustomer-relationship.com](http://www.thecustomer-relationship.com) (the “Site”) and your use of the same.

These Terms of Use tell you the rules that you must comply with if you wish to use the Site. By using the Site you confirm that you accept these Terms of Use and that you agree to be bound by them. Our Privacy Policy also applies to your use of the Site. If you do not agree to these Terms of Use or the Privacy (see section 8, below), you must not use the Site.

## 2. Ownership of Site

The Site is the property of The Customer Relationship Consultancy Ltd (“we or us”).

We are registered in England and Wales with number 09816253 and have our registered office at 6 Valentine Place, London, England, SE1 8QH, UK. Our VAT number is 125197221.

To contact us for any reason, please email [[info@customer-relationship.com](mailto:info@customer-relationship.com)].

## 3. Amendments

We may update these Terms of Use from time to time. It is your responsibility to check these Terms of Use every time you wish to use the Site. Your continued use of the Site will mean that you accept and agree to the changes.

No other changes to these Terms of Use are valid or have any effect unless agreed by us in writing.

We may also update and change the Site from time to time.

## 4. Intellectual property

The content of the Site is protected by copyright and other intellectual property rights whether they are registered or unregistered (anywhere in the world). We reserve all of our rights in any such intellectual property rights. This means, for example, that we remain owners of them and are able to use them as we see fit.

Nothing in these Terms of Use grant you any legal rights in the Site other than as necessary to enable you to access the Site. You may not reproduce any part of the Site or any content on the Site unless such reproduction is reasonably necessary for your own personal use or you have otherwise sought and obtained our written permission.

You must not modify any part of the Site or any content on the Site in any way.

If you reproduce or modify any party of the Site in breach of these Terms of Use your right to use the Site will cease immediately.

## 5. Limitations

The content on the Site is intended to be a service for our customers and potential customers and is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on the Site. We make no representation, warranties or guarantees, whether express or implied, that the content on the Site is accurate, complete or up to date and we cannot promise that the Site will be fit or suitable for any purpose.

You may not use the Site for any of the following purposes:

- disseminating any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable material
- transmitting material that encourages conduct that constitutes a criminal offence, results in civil liability or otherwise breaches any relevant laws, regulations or code of practice
- gaining unauthorised access to other computer systems
- attacking the Site via a denial-of-service attack or a distributed denial-of-service attack
- breaching any laws concerning the use of public telecommunications networks
- interfering or disrupting networks or websites connected to the Site
- making, transmitting or storing electronic copies of materials protected by copyright without the permission of the owner
- knowingly introducing viruses, trojans, worms, logic bomb or other material that is malicious or technologically harmful.

If, by breaching this provision, you would commit a criminal offence we will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use the Site will cease immediately.

## **6. Availability of Site**

Although we aim to offer the best service, and try to ensure that our Site is free from bugs and viruses, we do not guarantee this or that it will be secure and you acknowledge that interruptions in the availability of the Site may occur. You are responsible for configuring your information technology, computer programmes and platform to access the Site. You should use your own virus protection software.

Your access to the Site may be occasionally restricted to allow for repairs, maintenance, the introduction of new services or other reasons. We will attempt to restore the service as soon as possible.

You are also responsible for ensuring that all persons who access the Site through your internet connection are aware of these Terms of Use and other applicable terms and conditions, and that they comply with them.

## **7. Rules about linking**

Where the Site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those sites or resources and accept no legal responsibility for the same. Your use of a third party website may be governed by the terms and conditions of that third party website.

You may link to our home page provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link to the Site in any website that is not owned by you. The Site must not be framed on any other site, nor may you create a link to any part of the Site other than the home page. We reserve the right to withdraw linking permission without notice. If you wish to link to or make any use of the content on the Site other than as set out in these Terms of Use please contact us.

## **8. Privacy**

Our Privacy Policy also applies to your use of this Site. To view our Privacy Policy please click [here](#).

## **9. Applicable Law**

These Terms of Use, their subject matter and formation shall be governed and construed in accordance with English law and any disputes will be decided only by the courts of England and Wales.

## **10. Violation of these Terms of Use**

You agree that we may, in our sole discretion and without prior notice, terminate your access to the Site or block your future access to the Site, if we determine that you have violated these Terms of Use or other agreements or guidelines which may be associated with your use of the Site.

You agree that we may, in our sole discretion and without prior notice, terminate your access to the Site, for cause, which includes (but is not limited to):

- (1) requests by law enforcement or other government agencies,
- (2) a request by you (including self-initiated account deletions),
- (3) discontinuance or material modification of the Site or any service offered on or through the Site, or
- (4) unexpected technical issues or problems.

If we do take any legal action against you as a result of your violation of these Terms of Use, we will be entitled to recover from you, and you agree to pay, all reasonable legal fees and costs of such action.

## **11. Our responsibility for loss or damage suffered by you**

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

To the maximum extent permitted by law, we exclude all implied conditions, warranties, representations or other terms that may apply to the Site or any content on it.

We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with use of, or inability to use, the Site; or use of or reliance on any content on the Site.

In particular, we will not be liable for:

- a) loss of profits, sales, business, revenue, anticipated savings, business opportunity, goodwill or reputation or any business interruption; or
- b) any indirect or consequential loss or damage.

## **12. Miscellaneous**

You may not assign, sub-license or otherwise transfer any of your rights under these Terms of Use.

No one other than a party to these Terms of Use has any right to enforce any of these terms.

If any provision of these Terms of Use is found to be invalid by any court having competent jurisdiction, the invalidity of that provision will not affect the validity of the remaining provisions of these Terms of Use, which shall remain in full force and effect.

If you breach these Terms of Use and we ignore this, we will still be entitled to use our rights and remedies at a later date or in any other situation where you breach these Terms of Use.

We shall not be responsible for any breach of these Terms of Use caused by circumstances beyond our control.