

# i-promote.eu Ltd – Terms and Conditions

## Company Information

i-promote.eu Limited

Ganders House, Ganders Business Park, Kingsley, Hampshire GU35 9LUG

Website: [www.ipromoteltd.co.uk](http://www.ipromoteltd.co.uk) | Phone: 0800 007 6333

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## 1. Definitions

- Agreement: The contract formed when you purchase our products/services.
- Contract Start Date: The date on which this contract is formed.
- Products/Services: Refers to any services provided by i-promote.eu Ltd, including websites, search engine optimisation, marketing, social media, graphic design, and print.
- i-promote: Refers to i-promote.eu Ltd.
- Trade Marks: Names, marks, and logos owned or registered by i-promote.eu Ltd.
- Website: Refers to [www.ipromoteltd.co.uk](http://www.ipromoteltd.co.uk) or any other site designated by i-promote.
- You/Your: The individual or company purchasing products/services.

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## 2. Formation of Contract

The contract begins on the Contract Start Date, which is when you accept our products/services and agree to these terms.

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## 3. Your Right to Cancel or Transfer

- Under the Consumer Protection (Distance Selling) Regulations 2000, you may cancel within 7 days of the Agreement date, provided services have not commenced.
- Cancellation/transfer fees plus VAT will apply.

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## 4. Cancellation of Products/Services by i-promote

i-promote reserves the right to cancel any product/service at any time without liability.

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## 5. Termination

i-promote may terminate or restrict access to services without notice if:

- 5.1 A regulatory/statutory change occurs, limiting our ability to provide the services.
- 5.2 Events beyond i-promote's control prevent service delivery.

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## 6. Payments

- Payment is due upon receipt of invoice. Funds must clear within 14 days.
- Late payments may result in a refusal of access to services.

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## 7. Prices

Prices quoted are valid for 30 days from the date of publication. i-promote reserves the right to adjust prices thereafter.

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## 8. Service Updates

i-promote reserves the right to update, amend, or improve any product/service to reflect changes in industry standards or internal improvements.

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## 9. Acceptable Use Policy

You agree to ensure that all material uploaded, distributed, or stored complies with laws and does not infringe on third-party rights.

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## 10. Code of Conduct

You agree to:

- Use services as per these terms.
- Not redistribute or exploit content commercially.
- Not systematically download or store content.

## 11. Limitation of Liability

- i-promote is not liable for indirect losses, including loss of profits, data, or anticipated savings.
  - Our maximum aggregate liability is 50% of the fees paid in any calendar year.
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## 12. Indemnity

You agree to indemnify i-promote against any claims, damages, or expenses arising from your use of our services or breach of these terms.

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## 13. Complaints

- All complaints must be submitted in writing to [info@ipromoteltd.co.uk](mailto:info@ipromoteltd.co.uk).
  - We aim to respond within 30 days.
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## 14. Contact Us

- Email: [info@ipromoteltd.co.uk](mailto:info@ipromoteltd.co.uk)
  - Address: Ganders House, Ganders Business Park, Kingsley, Hampshire GU35 9LUG
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## 15. Information Management

We comply with all UK Data Protection laws and process personal data according to our Privacy Policy available on our website.

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## 16. Instructions

You are responsible for providing clear instructions for services. Ambiguity will be interpreted at i-promote's discretion.

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## 17. Non-Restraint of Trade

i-promote is permitted to work with other clients, including your competitors.

## 18. No Duty of Care

i-promote does not owe a duty of care unless expressly agreed to by law.

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## 19. Special Offers

- Offers and discounts are subject to i-promote's discretion and can be withdrawn at any time.
  - Offers cannot be applied retrospectively.
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## 20. Governing Law

This Agreement is governed by the laws of England and Wales. Disputes will be heard in the Southampton Courts.

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## 21. SEO Terms and Conditions

Refer to the specific SEO Service Agreement for detailed terms related to search engine optimisation, reporting, and keyword guarantees.

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## 22. Print Services

### 22.1 Printed Proofs and Sign-Off

- We will send digital proofs for your approval. It is your responsibility to check for errors before sign-off.

### 22.2 Print Quality

- Colour variations are inherent in the printing process, and exact matches cannot be guaranteed.

### 22.3 Production Changes

- Once approved, jobs will proceed to production and cannot be amended.
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## 23. Website Contact Us Forms

### 23.1 Configuration and Testing

We configure an agreed email to forward Contact Us form enquiries and test it upon going live.

### 23.2 Third-Party Email Clients

Customers must whitelist provided IP addresses and domains to ensure email delivery.

### 23.3 Ongoing Responsibility

- Email issues caused by third-party filters or settings are outside of our control.
- Customers must regularly test Contact Us forms (weekly/monthly).

### 23.4 No Liability

i-promote is not responsible for any missed enquiries caused by external email issues.

### 23.5 Customer Notification

Customers must notify us immediately if email delivery issues are identified.

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## 24. Copyright Statement

All text, images, and website content produced by i-promote are protected under copyright laws. Written permission is required for reproduction or use.