

Signing Zone Terms and Conditions of Sale.

Signing Zone (“we”, “our”, “us”) offers streaming digital content via a subscription service to consumers (“you”, “your”) through its website at www.signingzone.co.uk. Consumers can either subscribe to a limited streaming digital content offering, or, for a 90-day renewable subscription, pay for a full streaming digital content offering which includes updates.

Signing Zone is the property of The Signing Company Ltd.

When ordering paid content, you will be asked to read and accept the following Terms and Conditions of Sale.

Restrictions:

Please note these Terms of Sale do not apply to businesses or educational settings. If you are a business or educational setting interested in using this subscription service then please contact us at support@signingzone.co.uk

1. Age Restriction

You must be at least 18 (eighteen) years of age before you can purchase a subscription. By purchasing this subscription, you warrant that you are at least 18 years of age and you may legally adhere to these Terms and Conditions of Sale. The Signing Company Ltd assumes no responsibility for liabilities related to age misrepresentation.

2. Purchasing a subscription

Prior to purchasing a subscription, please ensure the information provided is correct. If incorrect information has been provided, please contact us as soon as possible. If we are unable to process the order due to incorrect or missing information, we will contact you. Signing Zone will not accept responsibility for any delay in providing paid content due to incomplete information. In the event that Signing Zone is unable to fulfil the order, any payment taken will be refunded within 14 days back to the original payment method used to purchase the subscription.

3. The price you pay

Signing Zone may change its pricing at any point. Changes in price will not affect the price of your current subscription, but will apply to any subsequent renewals, or to new subscriptions. If the price of a subscription changes between your order being placed, and Signing Zone processing your order, you will be charged at the price stated on your order.

4. Payment Terms

Payment (via PayPal) will be required in advance, prior to accessing the paid content.

5. Confirmation of purchase

Upon successful receipt of payment, the paid content is made immediately available and you will be sent a confirmation email, confirming the purchase of the subscription and the duration (number of days) of the subscription prior to expiry. Once payment

is received, the subscription cannot be refunded. If you do not appear to have received an email within 10 minutes of purchase, please ensure that you check your Junk/Spam folder. We will not be held responsible for delays in you starting to access the paid content due to circumstances of this nature. The paid content is then made immediately available for the duration of the subscription (or any subsequent renewals), or until the subscriber ends or cancels the subscription.

6. Issues with paid content

If there is a problem accessing the paid content, (and you have checked your Junk/Spam folders and internet access, then please let us know at Support@signingzone.co.uk. If Signing Zone is unable to fix the problem, or it has not been fixed within a reasonable amount of time, you may be entitled to a full or partial refund.

7. Changes and enhancements

Signing Zone may, from time to time make changes to paid content, for example to reflect changes in mandatory law, or to address technical issues. In addition, Signing Zone intends to continually enhance the content, offering subscribers more content or new features. Such changes should not affect your usage of the paid content. In the event that usage will be affected, Signing Zone will inform you of any likely interruption to its service.

8. Interruption of service

In the unlikely event that the availability of paid content has to be suspended as indicated in Clause 6 (above), Signing Zone will endeavor to inform you in advance, or as soon as possible during any interruption. If the suspension remains longer than one whole day, the relevant subscription will be extended by a period equivalent to the length of the suspension.

9. Usage of paid content restrictions

Signing Zone's paid content must only be used by the individual purchaser for personal, non-commercial purposes. It must not be copied, sold, published, or shared with the general public. In addition, it must not be re-produced or re-engineered anywhere.

10. Cancelling a subscription

As stated in Clause 4 (above) once you purchase the subscription, it cannot be refunded (unless there is a fault or interruption of service which may entitle you to a whole or partial refund at the discretion of The Signing Company Ltd.) If you dissatisfied with content you have paid for, please contact us immediately at support@signingzone.co.uk detailing your feedback and include your email address, name and telephone number.

11. Refunds Policy

In the event that The Signing Company Ltd agrees to refund monies due to faults with the paid content (that you were not informed about) or unreasonable interruptions to the service, then a pro-rated refund will be issued based on the number of days the subscription has been active. Refunds will be paid within 14 days from the date the refund is agreed, using the same payment method used when purchasing the subscription.

12. Liability

Signing Zone's digital content is intended for non-commercial use only. Signing Zone makes no claim or warranty that its digital content is fit for business use and will not be liable for any loss or interruption of business, or business opportunity.

13. Privacy/GDPR Policy

For details our Privacy/GDPR policy please see:

<https://www.thesigningcompany.co.uk/images/policies/gdpr-privacy-policy-including-sz.pdf>

14. Website/Terms of Use

For details of our Website/Terms of Use please see:

<https://www.thesigningcompany.co.uk/portal/images/documents/signing-zone-terms-of-use.pdf>

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