

## **Digital Products Terms and Conditions**

### **Introduction to RISOVENT LTD**

Welcome to RISOVENT LTD's website (the "Website").

The Website is provided by RISOVENT LTD, whose registered address is White Building Studios, 1-4 Cumberland Place, Southampton, England, SO15 2NP (referred to herein as "us", "we", or "our").

By accessing and using this Website and the digital services available on it, you agree to be bound by these terms and conditions. If you do not agree with any part of these terms, please cease using the Website immediately.

This Website requires users to be at least 18 years old. By using this Website and accepting these terms, you confirm that you are at least 18 years of age.

If you need to contact us, you can do so via the Website or at [contact@risovent.com](mailto:contact@risovent.com).

### **Privacy**

All information you provide is governed by our Privacy Policy, available here: <https://risovent.com/privacy-policy>. By using our Website and submitting information to us, you agree to the terms of our Privacy Policy.

### **Website Content**

We do not warrant or guarantee the accuracy, timeliness, performance, completeness, or suitability of the information and materials found on this Website for any purpose. The content may be updated or modified without notice. While we strive for accuracy, we disclaim liability for any inaccuracies or errors to the fullest extent permissible by law.

Any use of materials or information on the Website is at your own risk, and you are responsible for ensuring that any products, services, or information available through this Website meet your specific requirements.

### **Account Creation**

When creating an account, you guarantee that all information you provide is accurate and complete at the time of registration and remains so during your use of the Website. You agree to promptly update your details if they change.

Where your account is protected by a password, it is your responsibility to keep it confidential. You are liable for any activities conducted under your account. We reserve the right to suspend or terminate any account immediately, at our discretion, if it is used in a way that breaches these terms or is otherwise inappropriate.

You can delete your account by using any available account deletion features or by contacting us at [contact@risovent.com](mailto:contact@risovent.com).

### **Intellectual Property**

Unless otherwise specified in a specific product's description or specific terms, we or our affiliates own the intellectual property rights in all content available through this Website, including digital materials. You

may not share, distribute, resell, or make the content available to third parties unless we provide you with express permission. Any unauthorised use may result in legal action.

By uploading or contributing content to the Website, you grant us a non-exclusive, royalty-free, worldwide licence to use, display, and store that content solely for the purpose of operating the Website and delivering services to you. You retain ownership of any intellectual property rights in your content. We reserve the right to remove or refuse any user-generated content. You agree to indemnify us for any loss arising from user-generated content you upload or post to our Website.

## **Orders, Payment Processing, and Purchase Terms**

### **Placing an Order**

When you place an order or subscribe to our digital services on our Website (such as purchasing access to online materials or subscribing to any SaaS services available from our Website), you make an offer to purchase those services in accordance with these terms. All orders are subject to acceptance and availability. We reserve the right to refuse or cancel any order at our discretion.

### **Payment Processing**

Payment for digital services must be made at the time of order using the available payment methods listed on our Website. Before placing your order, you will be clearly informed that by clicking the “**Pay Now**” button, you are entering into a payment obligation to purchase the digital product or service. This ensures your full awareness and consent at the point of purchase, in accordance with the Consumer Contracts Regulations 2013.

- All prices are stated in the currency specified at checkout, and where VAT or sales tax is applicable, it will be clearly indicated at checkout.
- Payments are processed through our secure payment gateway partner, details of whom are provided at checkout. By making a purchase, you also agree to their terms and conditions.
- You confirm all payment details you provide are accurate and that you are authorised to use the chosen payment method.

### **Order Acceptance and Contract Formation**

A contract for the provision of digital services is formed only when we confirm your order (for example, by sending you a confirmation email). Before that point, your order is non-binding. However, if there is a pricing or service description error, we may cancel or correct the order and will notify you accordingly.

### **Electronic Communications**

By placing an order, you agree to receive communications from us electronically regarding your order and about our services.

### **Subscription & Auto-Renewal**

Where you purchase a subscription, it will automatically renew at the end of each billing cycle unless you cancel before the renewal date. We will notify you in advance of renewal where required by law. You may cancel auto-renewal via your account settings or by contacting us at [contact@risovent.com](mailto:contact@risovent.com).

### **Consumer Rights**

Where you are purchasing services from us as a consumer (as defined by the Consumer Rights Act 2015), you are entitled to certain statutory rights. If there is an issue or if your statutory consumer rights are not met, please contact us at [contact@risovent.com](mailto:contact@risovent.com).

Nothing in these terms will limit your statutory rights.

## **Deposits and Guarantees**

We do not require any deposits or financial guarantees for the purchase of our digital products.

## **Product Information**

Our digital products may include templates, PDFs, pre-recorded videos, or other downloadable resources. Unless otherwise specified, products are delivered in English and accessible in commonly supported formats (e.g. PDF, MP4, DOCX).

## **Distance Selling and Your Right to Cancel (Digital Services)**

Where you are a consumer, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may have the right to cancel your contract for digital services within 14 days from the day the contract is formed, unless:

1. You have explicitly consented to us starting the service or providing access to digital content during the cancellation period; and
2. You acknowledged that your right to cancel would be lost once the service began or the digital content was accessed or downloaded.

## **How to Cancel**

To cancel, please contact us at [contact@risovent.com](mailto:contact@risovent.com) or via the Website within the 14-day period (if applicable). You can (but are not required to) use the Model Cancellation Form at the bottom of these terms.

## **Refund Policy**

Where you are a consumer, if you cancel within 14 days and have not accessed or downloaded the digital content, a full refund will be issued. However, if you have accessed or started using the digital content, you acknowledge that your right to cancel is lost under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and no refund will be issued. Where you are not a consumer, refunds are at our sole discretion.

## **Promotions and Discount Codes**

Any promotions or discount codes offered on the Website may be subject to additional terms outlined at the time of the offer.

We reserve the right to modify, suspend, or discontinue any promotion or discount code without notice.

## **Third-Party Terms and Conditions**

Some features or services on the Website (for example, payment processing or integrated third-party tools) may be governed by separate terms and conditions. By using such features, you agree to comply with those third-party terms as well as our own.

## **User Responsibilities and Prohibited Conduct**

You agree not to:

1. Breach these terms;
2. Engage in illegal or fraudulent activities;

3. Reverse engineer the website or services made available via it;
4. Upload content that is unlawful, defamatory, obscene, or infringes any third-party rights;
5. Disrupt or harm the operation of the Website or other users' enjoyment of it.

## **External Content**

Links to external websites or content may be provided for your convenience. We do not endorse or take responsibility for external content and accept no liability for any harm arising from your use of such content. If we integrate any third-party applications, your usage may be subject to additional terms.

## **Disclaimer, Indemnity, and Limitation of Liability**

To the fullest extent permitted by law, we disclaim liability for any direct, indirect, or consequential losses arising from your use (or inability to use) of the Website or the digital services. However, nothing in these terms shall limit or exclude our liability for fraud, misrepresentation, or personal injury caused by our negligence, or any other liability which cannot be excluded under UK law. The Website and services made available on the website are made available "as is" and "as available," without any guarantee that they will be error-free or uninterrupted.

You agree to indemnify and hold RISOVENT LTD harmless from any claims resulting from your breach of these terms or misuse of the Website.

## **Communication Costs**

We do not use premium-rate phone numbers. If you contact us by telephone, you will only be charged at your provider's standard rate.

## **Governing Law**

These terms and conditions are governed by the laws of England and Wales. All disputes arising in connection with these terms are subject to the exclusive jurisdiction of the courts of England and Wales.

## **General**

These terms do not create any rights for third parties under the Contracts (Rights of Third Parties) Act 1999.

If any part of these terms is deemed invalid or unenforceable, the remaining provisions remain in full effect.

Failure by us to enforce any provision of these terms does not constitute a waiver.

We may update or amend these terms at any time, and such changes will become effective upon their posting on the Website. It is your responsibility to review these terms regularly.

The creation of these terms and conditions was facilitated by the Legal Foundations platform, available at [www.legalfoundations.org.uk](http://www.legalfoundations.org.uk).

-----

## **Model Cancellation Form for Consumers**

(Complete and return this form only if you wish to withdraw from the contract – you can also contact us to discuss a return via our website or by emailing us at [contact@risovent.com](mailto:contact@risovent.com))

To: RISOVENT LTD, White Building Studios, 1-4 Cumberland Place, Southampton, England, SO15 2NP  
Email: [contact@risovent.com](mailto:contact@risovent.com)

I/We hereby give notice that I/We cancel my/our contract of sale of the following digital products:

---

Ordered on/received on: \_\_\_\_\_

Name of consumer(s): \_\_\_\_\_

Address of consumer(s): \_\_\_\_\_

Signature of consumer(s) (only if this form is notified on paper):

---

Date: \_\_\_\_\_