

TERMS AND CONDITIONS

These terms and conditions (the "Terms and Conditions") govern the use of **www.flexibleHRsolutions.co.uk** (the "Site"). This Site is owned and operated by Teodora Geleva. This Site is a consultancy webpage.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

THESE TERMS AND CONDITIONS CONTAIN A DISPUTE RESOLUTION CLAUSE THAT IMPACTS YOUR RIGHTS ABOUT HOW TO RESOLVE DISPUTES. PLEASE READ IT CAREFULLY.

Intellectual Property

All content published and made available on our Site is the property of Teodora Geleva and the Site's creators. This includes, but is not limited to images, text, logos, documents, downloadable files and anything that contributes to the composition of our Site.

Acceptable Use

As a user of our Site, you agree to use our Site legally, not to use our Site for illegal purposes, and not to:

- Harass or mistreat other users of our Site;
- Violate the rights of other users of our Site;
- Violate the intellectual property rights of the Site owners or any third party to the Site;
- Hack into the account of another user of the Site;
- Act in any way that could be considered fraudulent;
- Post any material that may be deemed inappropriate or offensive;
- Spamming or unsolicited advertising (sending promotional messages without consent).;
- Distribution of viruses, malware, or other harmful software.;

- Attempting to bypass or circumvent site security measures.;
- Impersonation of any person or entity (including staff or other users).;
- Collection or misuse of personal data of other users.;
- Engaging in illegal activities or promoting illegal content.; or
- Disrupting the normal functioning of the site (e.g., overloading servers, interfering with other users' access)..

If we believe you are using our Site illegally or in a manner that violates these Terms and Conditions, we reserve the right to limit, suspend or terminate your access to our Site. We also reserve the right to take any legal steps necessary to prevent you from accessing our Site.

Accounts

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account; and
2. All personal information you provide to us through your account is up to date, accurate, and truthful and that you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

Sale of Services

These Terms and Conditions govern the sale of services available on our Site.

We are under a legal duty to supply goods that match the description of the good(s) you order on our Site.

The following services are available on our Site:

- HR Consultancy.

The services will be paid for in full when the services are ordered.

These Terms and Conditions apply to all the services that are displayed on our Site at the time you access it. All information, descriptions, or images that we provide about our services are as accurate as possible. However, we are not legally bound by such information, descriptions, or images as we cannot guarantee the accuracy of all services we provide. You agree to purchase services from our Site at your own risk.

We reserve the right to modify, reject or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will give you a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

Subscriptions

Your subscription automatically renews and you will be automatically billed until we receive notification that you want to cancel the subscription.

To cancel your subscription, please follow these steps: Notice Requirement:

Customers wishing to cancel their subscription must provide at least 30 days' written notice prior to the next billing cycle. Notice can be submitted via info@flexibleHrsolutions.co.uk.

Billing During Notice Period:

Once notice of cancellation is received, your subscription will remain active until the end of the 30-day notice period, during which standard billing and access to subscription services will continue.

Refunds:

We do not provide refunds for payments already processed. Any cancellation request will take effect at the end of the 30-day notice period.

Resuming Service:

After cancellation, you may choose to restart your subscription at any time by signing up again under our current terms and pricing.

Modifications to Policy:

We reserve the right to update or modify this cancellation policy at any time. Any changes will be communicated via email and website notice and will apply to future subscriptions.

Payments

We accept the following payment methods on our Site:

- Credit Card;

- PayPal;
- Debit; and
- Direct Debit.

When you provide us with your payment information, you authorise our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorise us to charge the amount due to this payment instrument.

If we believe your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

Right to Cancel and Receive Reimbursement

If you are a customer living in the United Kingdom or the European Union you have the right to cancel your contract to purchase services from us within 14 days without giving notice. The cancellation period:

- Will end 14 days from the date of purchase when you purchased a service.

To exercise your right to cancel you must inform us of your decision to cancel within the cancellation period. To cancel, contact us by email at info@flexiblehrsolutions.co.uk or by post at PA 103, Technology Centre Wolverhampton Science Park, Glaisher Drive, Wolverhampton, England, WV10 9RU. You may use a copy of the *Cancellation Form*, found at the end of these Terms and Conditions, but you are not required to do so.

The right to cancel does not apply to:

- Goods or services, other than the supply of water, gas, electricity, or district heating, where the price depends upon fluctuations in the financial market that we cannot control and that may occur during the cancellation period;
- Services that the customer has requested for the purpose of carrying out urgent repairs or maintenance;
- Newspapers, magazines, or periodicals, except for subscriptions to such publications; and

- Accommodation, transport of goods, vehicle rental services, catering, or services related to leisure activities, if the contract includes a specific date or period of performance.

Effects of Cancellation

If you requested the performance of services begin during the cancellation period, you are required to pay us an amount which is in proportion to what has been performed until you have communicated to us your decision to cancel this contract. We will reimburse to you any amount you have paid above this proportionate payment.

We will make the reimbursement using the same form of payment as you used for the initial purchase unless you have expressly agreed otherwise. You will not incur any fees because of the reimbursement.

This right to cancel and to reimbursement is not affected by any return or refund policy we may have.

Refunds

Refunds for Services

We provide refunds for services sold on our Site as follows:

- **General Policy:**

Payments for our subscription services are non-refundable once processed. By purchasing a subscription, you agree that payments already made will not be refunded.

Cancellation and Refund Timing:

If you submit a cancellation request, it must be done at least 30 days prior to the next billing cycle. Your subscription will remain active during the 30-day notice period, and no refunds will be issued for this period.

Exceptions:

Refunds may be considered only in exceptional circumstances, such as:

The service was not delivered as described.

A demonstrable technical error prevented access to the service.

Requests for such refunds must be submitted within 14 days of the incident or failed service delivery.

Partial Refunds or Credits:

At our discretion, a partial refund or credit toward future services may be offered instead of a full refund.

Change of Mind:

Refunds will not be provided for change of mind, failure to use the service, or failure to

comply with our Terms and Conditions.

Guarantees

The following guarantees apply to our Site:

- No Warranties: While we strive to provide accurate and reliable services, we cannot guarantee uninterrupted access, error-free functionality, or specific results from using our services.;
- Service Quality: We aim to deliver services professionally and to a high standard, but performance may vary depending on individual circumstances and external factors.;
- Limitation of Liability: Except as required by law, we do not guarantee refunds, outcomes, or specific results and are not liable for losses arising from your use of the site or services..

Consumer Protection Law

Where the *Sale of Goods Act 1979*, the *Consumer Rights Act 2015*, or any other consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

Limitation of Liability

Teodora Geleva and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities and expenses including legal fees from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site you indemnify and hold harmless Teodora Geleva and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

Applicable Law

These Terms and Conditions are governed by the laws of the Country of England.

Dispute Resolution

Subject to any exceptions specified in these Terms and Conditions, if you and Teodora Geleva are unable to resolve any dispute through informal discussion, then you and Teodora Geleva agree to submit the issue first before a non-binding mediator and to an arbitrator in the event that mediation fails. The decision of the arbitrator will be final and binding. Any mediator or arbitrator must be a neutral party acceptable to both you and Teodora Geleva. The costs of any mediation or arbitration will be shared equally between you and Teodora Geleva.

Notwithstanding any other provision in these Terms and Conditions, you and Teodora Geleva agree that you both retain the right to bring an action in small claims court and to bring an action for injunctive relief or intellectual property infringement.

Severability

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

Changes

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

Contact Details

Please contact us if you have any questions or concerns. Our contact details are as follows:

info@flexibleHrsolutions.co.uk

RA105 Technology Centre, Science Park, Glaisher Drive

You can also contact us through the feedback form available on our Site.

Effective Date: _____ day of _____, _____

Cancellation Form

If you want to cancel your contract of sale with us you may use this form and email or post it back to us at the address below.

To: www.flexibleHRsolutions.co.uk

Address: RA105 Technology Centre, Science Park, Glaisher Drive

Email: info@flexibleHrsolutions.co.uk

I hereby give notice that I cancel my contract of sale of the following goods or services:

Ordered on: _____

Received on: _____

Customer name: _____

Customer address:

Signature (only required if you are returning a hardcopy of this form):

Date: _____