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Site if they are at least <<in

4. Business Customers

These Terms of Sale do not apply to users purchasing Subscriptions and accessing Paid Content in the following circumstances. [If you are a business customer, please consult our Business Customer Support [link](#)>>.]

5. Subscriptions, Paid Content and Availability

5.1 [We make all reasonable efforts to ensure that all descriptions of Subscriptions and Paid Content from Us correspond to the actual content you receive. [Please note, however, that due to <<insert text here>> minor differences or discrepancies that may occur>>.]

5.2 [Please note that We do not exclude Our responsibility for mistakes due to errors in our part and refers only to minor discrepancies. Please note that if your Subscription or the Paid Content is incorrect, We will not be responsible.]

5.3 We may from time to time change any Subscription terms and prices. Changes in price will not affect any Subscription terms or prices purchased but will apply to any subsequent renewals. We will inform you of any change in price at least <<insert text here>> before the change is due to take effect. If you do not agree to such changes, you may cancel the Contract as described in sub-Clause 12.1.

5.4 Minor changes may be made to certain Paid Content, for example, to reflect changes in law and regulatory requirements, or to address technical or operational issues. These changes will not alter the main characteristics of the Paid Content and should not normally affect your use of the Paid Content.

5.5 In some cases, as described in sub-Clause 5.4, We may also make more significant changes to Paid Content. If We do so, We will inform you in advance of the changes and you may cancel the Contract as described in sub-Clause 12.1.

5.6 Where any updates to Paid Content are made, that Paid Content will continue to match Our description of the Paid Content to you before you purchased your Subscription to access the Paid Content. Please note that this does not prevent Us from editing the Paid Content, thereby going beyond the original description.

5.7 We make all reasonable efforts to ensure that all prices shown on Our Site are correct at the time they are displayed. Pricing information is reviewed and updated every <<insert text here>> (however).

5.8 All prices are checked before we accept your order. In the unlikely event that We have made an error in pricing information, We will contact you in writing to inform you of the correct price. If the correct price is lower than that shown when you placed your order, We will simply charge you the lower amount and continue to provide the Paid Content. If the correct price is higher, We

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will give you the opportunity to cancel your order (if it is not yet being processed) or to request a refund (if it has already been processed) if you do not receive a response from you within 14 days of the date of cancellation. We will treat your order as cancelled and notify you accordingly.

subscription at the correct price or to refund you (if it is not yet being processed) if it). We will not proceed with your order if we do not receive a response from you within 14 days of the date of cancellation. We will treat your order as cancelled and notify you accordingly.

5.9 If We discover an error in your order is processed, We will make all reasonable efforts to correct the error and cancel the Contract if you do wish to cancel the Contract.

description of your Subscription after you immediately and make all reasonable efforts to correct the error. You may, however, have the right to request a refund of the amount of the Contract if you do wish to cancel the Contract. We will notify you of such an error and you may request a refund of the amount of the Contract to sub-Clause 12.4.

5.10 If the price of a Subscription order being placed changes between the time of placing your order and taking payment, you will be charged the price in effect at the time of placing your order.

the ordered changes between your order and taking payment, you will be charged the price in effect at the time of placing your order.

5.11 All prices on Our Site are subject to change. The amount of VAT payable will be automatically adjusted to reflect any change in the VAT rate.

VAT rate changes between your order and taking payment, the amount of VAT payable will be automatically adjusted to reflect any change in the VAT rate.

**6. Orders – How Contracts are formed**

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6.1 Our Site will guide you through the process of purchasing a Subscription. Before completing your order and accepting the terms and conditions, you will be given the opportunity to review your order and amend it if necessary. You must check your order carefully before submitting it.

process of purchasing a Subscription. Before completing your order and accepting the terms and conditions, you will be given the opportunity to review your order and amend it if necessary. You must check your order carefully before submitting it.

6.2 If, during the order process, we receive information, please contact us as soon as possible. If We are unable to process your order due to incomplete information, We will contact you to ask to correct the information. If you do not provide us with the accurate or complete information within a reasonable time, We will cancel your order and treat the Contract as void. We will not be responsible for any delay in the availability of the Subscription that results from you providing incorrect or incomplete information.

Us with incorrect or incomplete information as soon as possible. If We are unable to process your order due to incomplete information, We will contact you to ask to correct the information. If you do not provide us with the accurate or complete information within a reasonable time, We will cancel your order and treat the Contract as void. We will not be responsible for any delay in the availability of the Subscription that results from you providing incorrect or incomplete information.

6.3 No part of Our Site constitutes a contractual offer that We accept. Your order to purchase a Subscription may, at Our sole discretion, constitute a contractual offer that We accept. Your order does not mean that We have accepted it. Our acceptance is indicated by Us sending you a Subscription Confirmation by email. Only once We have sent you a Subscription Confirmation, there will be a legally binding Contract between Us and you.

ual offer capable of acceptance. Your order to purchase a Subscription may, at Our sole discretion, constitute a contractual offer that We accept. Your order does not mean that We have accepted it. Our acceptance is indicated by Us sending you a Subscription Confirmation by email. Only once We have sent you a Subscription Confirmation, there will be a legally binding Contract between Us and you.

6.4 Subscription Confirmation

following information:

6.4.1 Your Subscription details

6.4.2 Confirmation of the main characteristics of the Subscription and Paid Content available as part of it;

Subscription details including full details of the main characteristics of the Subscription and Paid Content available as part of it;

6.4.3 Fully itemised list of the charges, including any applicable taxes, where appropriate;

Subscription including, where appropriate, any applicable taxes, and any other charges;

6.4.4 The duration of the Subscription [expiry] AND the start date;

including the start date, and the duration of the Subscription [expiry] AND the start date;

6.4.5 Confirmation of the availability of the Paid Content made available as part of the Subscription.

Content that the Paid Content will be made available as part of the Subscription and that you will lose your legal rights to the Paid Content if you do not accept the terms and conditions of the Subscription.

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as detailed b

upon accessing the Paid Content

6.4.6 <<insert add

quired>>.

6.5 In the unlikely even  
reason, We will exp  
circumstances. If V  
you as soon as pos

or cannot fulfil your order for any  
payment will be taken under normal  
any such sums will be refunded to  
thin <<insert period>>.

6.6 Any refunds under t  
in any event within  
the refund occurs.

ed to you as soon as possible, and  
day on which the event triggering

6.7 Refunds under this  
that you used whe  
request that We ma

using the same payment method  
description [unless you specifically  
ent method].

**7. Payment**

7.1 Payment for Subsc  
payment method wi  
Subscription Confir  
shown a message c

made in advance. Your chosen  
process your order and send you a  
curs immediately and you will be  
].

7.2 We accept the follow

t on Our Site:

7.2.1 <<insert pay

7.2.2 <<insert pay

7.2.3 <<insert pay

7.2.4 <<add furthe

required>>;

7.3 If you do not make  
access to the Paid  
8.5. If you do not  
We may cancel the  
and payable.

s on time, We will suspend your  
mation, please refer to sub-Clause  
<<insert period>> of Our reminder,  
ng sums due to Us will remain due

7.4 If you believe that V  
Us at <<insert em  
know. You will  
suspended.

an incorrect amount, please contact  
as reasonably possible to let us  
aid Content while availability is

**8. Provision of Paid Content**

8.1 Paid Content app  
immediately when V  
to be available for t  
or until you end the

ription will be available to you  
ion Confirmation and will continue  
scription (including any renewals),

8.2 When you place an  
acknowledge that y  
immediately. You  
accessing (e.g. dow  
legal right to cancel  
see sub-Clause 11.

, you will be required to expressly  
ent to be made available to you  
o expressly acknowledge that by  
he Paid Content, you will lose your  
(the “cooling-off period”). Please

8.3 In some limited circ

d to suspend the provision of Paid

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Content (in full or in part) for the following reasons:

8.3.1 To fix technical errors or make necessary minor technical changes;

8.3.2 To update the Content to comply with relevant changes in the law or other regulatory requirements;

8.3.3 To make modifications to the Paid Content, as described in sub-Clause 12.1.

8.4 If We need to suspend the availability of the Paid Content for any of the reasons set out in sub-Clause 8.3, We will notify you in advance of the suspension and explain why it is necessary (including any urgent or emergency circumstances that require We to suspend availability for the Paid Content, in which case We will suspend availability as soon as reasonably possible after suspension). We will suspend availability for a period equivalent to the length of the suspension [(unless the suspension is less than <<insert period>>)]. If the suspension is more than <<insert period>>, We will tell you that it is going to last) for the Paid Content as described below in sub-Clause 12.2.

8.5 We may suspend provision of the Paid Content if We do not receive payment on time from you. We may suspend provision of the Paid Content until We have received all outstanding sums due to Us for the Paid Content, We will not be charged for any Paid Content while suspended.

8.6 Any refunds under this Clause will be made to you as soon as possible, and in any event within 14 days of the day on which the event triggering the refund occurs.

8.7 Refunds under this Clause will be made to you using the same payment method that you used when you made the request that We make the refund (unless you specifically request that We make the refund using a different method).

**9. Licence**

9.1 When you purchase the Paid Content, We will grant you a limited, non-exclusive, non-transferable, non-sublicensable licence to access and use the relevant Paid Content for your personal, non-commercial purposes. The licence granted to you under this Clause 9.1 is subject to the following usage restrictions and conditions:

9.2 The licence granted to you under this Clause 9.1 is subject to the following usage restrictions and conditions:

9.2.1 You may not copy, reproduce, republish, share, broadcast or otherwise transmit the Paid Content (or any part of it) or make it available to third parties, except as permitted under the Copyright Designs and Patents Act 1988 (the 'Copyright Act') or Chapter 3 'Acts Permitted in relation to Copyright Works' of the Copyright Act.

9.2.2 <<Insert additional usage restrictions and conditions as required>>.

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applicable), whereu

11.3 If you purchase a S  
by mistake), please  
access any Paid Co  
since the start date  
will be able to can  
accessed any Paid  
able to offer any r  
Content for the rem  
date, as applicable)

11.4 If you wish to exer  
inform Us of your  
convenience We of  
include [a link to] it  
or by post is effect  
you would prefer t  
details:

11.4.1 Telephone: <<ins

11.4.2 Email: <<ins

11.4.3 Post: <<inse

In each cas  
telephone nu

11.5 [We may ask you v  
you provide to imp  
you are under no ob

11.6 Refunds under this  
any event within 14  
wish to cancel.

11.7 Refunds under this  
that you used whe  
request that We ma

**12. Your Other Rights to End**

12.1 You may end the  
forthcoming change  
sub-Clauses 5.3 or  
the change is set to  
Subscription, We w  
time left in that Sub  
until the expiry of yo  
that Subscription p  
Content until that da

12.2 If We have suspene  
period>>, or We ha  
for more than <<ins  
described in sub-C  
issue you with a <<

12.3 If there is a risk that

or allow your Subscription to renew  
s possible and do not attempt to  
ve not accessed any Paid Content  
appropriate) of the Subscription We  
issue a full refund. If you have  
scription has started, We will not be  
inve to have access to the Paid  
on (up until the renewal or expiry

l under this Clause 11, you may  
ay you wish, however for your  
n Our Site <<insert link>> and will  
onfirmation. Cancellation by email  
ch you send Us your message. If  
cancel, please use the following

er>>;

ur name, address, email address,  
ID.

cancel and may use any answers  
ervices, however please note that  
etails if you do not wish to.]

to you as soon as possible, and in  
y on which you inform Us that you

using the same payment method  
scription [unless you specifically  
ent method].

if We have informed you of a  
the Paid Content (as described in  
of Sale that you do not agree to. If  
you before the end of your current  
ated refund equal to the remaining  
will not take effect or apply to you  
the Contract will end at the end of  
inve to have access to the Paid

id Content for more than <<insert  
e are going to suspend availability  
end the Contract immediately, as  
e Contract for this reason, We will  
fund.

Content will be significantly delayed

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because of events immediately. If you <<insert type of refu

rol, you may end the Contract s reason, We will issue you with a

12.4 If We inform you of the Paid Content and immediately. If you <<insert type of refu

description of your Subscription or contract as a result, you may end it s reason, We will issue you with a

12.5 You also have a leg of it. You may also For more details of Bureau or Trading S

act at any time if We are in breach partial refund and compensation. refer to your local Citizens Advice

12.6 Refunds under this on which your ca method that you specifically request

within 14 calendar days of the date ective, using the same payment your Subscription [unless you sing a different method].

12.7 If you wish to exerc so in any way you v form on Our Site Subscription Confirm please use the follo

under this Clause 12, you may do nvenience We offer a cancellation ll include [a link to] it with the er to contact Us directly to cancel,

12.7.1 Telephone: <

er>>;

12.7.2 Email: <<ins

12.7.3 Post: <<inse

address, email address, telephone

in each case, provid number, and Subsc

12.8 [We may ask you v you provide to imp you are under no ob

cancel and may use any answers ervices, however please note that etails if you do not wish to.]

**13. Our Liability to Consume**

13.1 We will be responsi as a result of Our result of Our neglig consequence of Ou Us when the Contr damage that is not f

loss or damage that you may suffer of Sale (or the Contract) or as a is foreseeable if it is an obvious or if it is contemplated by you and not be responsible for any loss or

13.2 Our Paid Content warranty or represe or industrial use of loss of business, opportunity.

commercial use only. We make no tent is fit for commercial, business liable to you for any loss of profit, s, or for any loss of business

13.3 If, as a result of Ou content (including b device or other dig damage or pay you be liable under this

sonable care and skill, any digital tent) from Our Site damages your to you, We will either repair the ion. Please note that We will not

13.3.1 We have in designed to

blem and provided a free update plied the update; or

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13.3.2 The damage to your device or data caused by your own failure to follow Our instructions;

your own failure to follow Our

13.3.3 Your device or data that We have lost or corrupted as a result of your failure to meet the minimum system requirements of before you purchased your Subscription.

ant minimum system requirements of before you purchased your

13.4 Nothing in these Terms shall attempt to limit or exclude Our liability for death or personal injury caused by the negligence of Our agents or subcontractors.

it or exclude Our liability for death or personal injury caused by the negligence of Our employees, agents or subcontractors, including fraudulent misrepresentation.

13.5 Nothing in these Terms shall attempt to exclude or limit your legal rights as a consumer. For more information, please refer to your local Citizens Advice Bureau or Citizens' Consumer Council Office.

clude or limit your legal rights as a consumer. For more information, please refer to your local Citizens Advice Bureau or Citizens' Consumer Council Office.

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**14. Contacting Us**

14.1 If you wish to contact Us with any questions or complaints, you may contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

uestions or complaints, you may contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

14.2 For matters relating to your Subscription, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

ur Subscription, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

14.3 For matters relating to the Terms of Use, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

ase contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>. For more information, please refer to the Contact Us Clauses above.

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**15. Complaints and Feedback**

15.1 We always welcome feedback from our customers and, whilst We always use all reasonable endeavours to resolve any issues, your experience as a customer of Ours is a positive one. We would like to hear from you if you have any complaints or suggestions for improvement.

tomers and, whilst We always use all reasonable endeavours to resolve any issues, your experience as a customer of Ours is a positive one. We would like to hear from you if you have any

15.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available at <<insert location>> and <<insert location>> respectively.

with Our complaints handling policy and procedure, available at <<insert location>> and <<insert location>> respectively.

15.3 If you wish to contact Us with any complaints or suggestions for improvement, please contact Us in one of the following ways:

of your dealings with Us, please contact Us in one of the following ways:

15.3.1 [In writing, by post to <<insert address>>];

<<insert name and/or position>>, <<insert address>>];

15.3.2 [By email, at <<insert email address>>];

<<insert name and/or position>> at <<insert email address>>];

15.3.3 [Using Our contact form, available at <<insert location>>];

g the instructions included with the contact form, available at <<insert location>>];

15.3.4 [By contacting our Customer Service team on <<insert telephone number>> (and choosing an option when prompted).]

<<insert telephone number>> (and choosing an option when prompted).]

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**16. How We Use Your Personal Information (Data Protection)**

16.1 All personal information that we collect from you will be collected, processed, and held in accordance with applicable law.

will be collected, processed, and held in accordance with applicable law.

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16.2 For complete details regarding the processing, storage, and retention of personal data including the purpose(s) for which personal data is used, the legal basis for processing it, details of your rights and how to exercise them, and data sharing (where applicable), please refer to Our Privacy Policy >> [and Cookie Policy >>] <<insert link to Cookie Policy >>

processing, storage, and retention of the purpose(s) for which personal data is used, details of your rights and how to exercise them, and data sharing (where applicable), please refer to Our Privacy Policy >> [and Cookie Policy >>]

**17. Other Important Terms**

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17.1 We may transfer (including by Sale (and under the Contract) to a third party (this may happen, for example, if We sell the Business) or otherwise) your personal data to Us in writing. Your personal data will not be affected and the Contract (and the Contract) will be transferred to the third party who will remain bound by them.

and rights under these Terms of Sale to a third party (this may happen, for example, if We sell the Business) or otherwise) your personal data to Us in writing. Your personal data will not be affected and the Contract (and the Contract) will be transferred to the third party who will remain bound by them.

17.2 [You may not transfer your personal data under these Terms of Sale (and under the Contract) to a third party without Our express written permission. We may not permit the transfer for certain reasons>>.]

consent and rights under these Terms of Sale to a third party without Our express written permission. We may not permit the transfer for certain reasons>>.]

17.3 The Contract is between Us and you. No person or third party will be entitled to enforce any provision of the Contract against you.

The Contract is between Us and you. No person or third party will be entitled to enforce any provision of the Contract against you.

17.4 If any of the provisions of the Contract or otherwise under the Contract shall be found to be unlawful, invalid or unenforceable by a court or other authority, that/those provision(s) shall be severed and the remainder of these Terms of Sale shall be valid and enforceable.

If any of the provisions of the Contract or otherwise under the Contract shall be found to be unlawful, invalid or unenforceable by a court or other authority, that/those provision(s) shall be severed and the remainder of these Terms of Sale shall be valid and enforceable.

17.5 No failure or delay by Us in performing our obligations under the Contract or any provision of the Contract shall constitute a breach of the Contract or any provision of the Contract subsequent to a breach of the Contract.

No failure or delay by Us in performing our obligations under the Contract or any provision of the Contract shall constitute a breach of the Contract or any provision of the Contract subsequent to a breach of the Contract.

17.6 We may revise these Terms of Sale from time to time in response to changes in relevant laws and regulations and business requirements. If We change these Terms of Sale as the result of such a change, We will give you reasonable advance notice of the change (including details of how to cancel if you are not happy with them) in accordance with Clause 2.1 above).

We may revise these Terms of Sale from time to time in response to changes in relevant laws and regulations and business requirements. If We change these Terms of Sale as the result of such a change, We will give you reasonable advance notice of the change (including details of how to cancel if you are not happy with them) in accordance with Clause 2.1 above).

**18. Law and Jurisdiction**

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18.1 These Terms and Conditions govern the relationship between you and Us (whether contractual or otherwise) and shall be governed by, and construed in accordance with the law of [England and Wales] [Northern Ireland] [Scotland].

relationship between you and Us (whether contractual or otherwise) and shall be governed by, and construed in accordance with the law of [England and Wales] [Northern Ireland] [Scotland].

18.2 If you are a consumer, these Terms and Conditions shall be subject to any mandatory provisions of the law in your country which take away or reduce your rights. We will not rely on those provisions.

If you are a consumer, these Terms and Conditions shall be subject to any mandatory provisions of the law in your country which take away or reduce your rights. We will not rely on those provisions.

18.3 If you are a consumer, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as applicable.

If you are a consumer, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as applicable.

18.4 If you are a business, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as applicable.

If you are a business, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as applicable.

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associated therewith  
[non] exclusive jurisdiction  
Ireland] [Scotland].

(otherwise) shall be subject to the  
of [England & Wales] [Northern

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