

Principal Terms & Conditions

1.1. By placing an order with Creative Protégé Ltd ("we/us/our"), you, the Client ("you/your"), agree to accept our Terms and Conditions.

1.2. We reserve the right to change these Terms & Conditions at any time and without notice, and your continued use of our services following any change shall be deemed to be your acceptance of such change. It is your responsibility to check the Terms & Conditions of Use regularly for changes. If you do not agree with any change to the Terms & Conditions of Use you must immediately stop using our services.

1.3. Furthermore, your access to and use of creative-protégé.com and other web sites owned by us (the/our "web sites") are subject exclusively and strictly to our Terms and Conditions.

1.4. No contract subsists until we accept your order. We may choose not to accept your order for any reason. We reserve the right to withdraw any goods/services at any time. All prices are subject to change at any time prior to a contract being entered into and are subject to change without notice. We will not be liable to you or anyone else for refusing to accept your order, withdrawing any goods/services or changing any prices.

1.5. We retain the right to revoke your right to continued use of our services at our discretion.

1.6. We can in no way guarantee that the use of our products will result in an interview or job offer.

1.7. These Terms & Conditions of Use shall be governed by the laws of England and you agree to submit to the exclusive jurisdiction of the English court.

1.8. Your statutory rights are not affected by any of our terms, conditions or policies.

Payments and Refunds

2.1. Payment is required in full with all orders. We reserve the right to allow time for bank clearance of cheque payments although we will generally only do so in cases where there have been previous problems with payment.

2.2. If you are paying by credit/debit card your card will be debited on acceptance of your order so as to ensure that sufficient funds/credit are/is available in the account.

2.3. All credit/debit cards are subject to validation checks and authorisation by the card issuer. If the issuer of your card refuses to authorise payment, we will not be liable for any delay or non-delivery and we are not obliged to inform you of the refusal.

2.4. Within the UK, all services are deemed to begin, by agreement, before the end of the cooling off period (as defined by United Kingdom's Consumer Protection (Distance Selling) Regulations 2000), early delivery being essential to the vast majority of our clients.

2.5. Should a suspected error be made in billing your credit/debit card, our policy is to provide a full and immediate refund, pending further investigation by the management.

2.6. We reserve the right to terminate any contract due to offensive behaviour from a client. Offensive behaviour is defined as aggressive or abusive behaviour towards our staff.

2.7. Should we be unable to process your request or cannot deliver for any reason, we will notify you immediately. You will be entitled to a refund of any premiums paid.

Complaints

3.1. We endeavour to respond to all correspondence, including complaints, within a maximum of 48 hours from receipt. All complaints must be made in writing; our telephone staff are not authorised to handle such matters. Complaints may be made by post, fax or email, except in cases where a client's account has been terminated as a result of abusive conduct, in which case the associated email address(es) will also have been barred/blocked and complaints can only be received by post or fax.

3.2. Despite our best efforts to complete all customer orders, occasionally we may not be able to turn around our services within the time frames offered. In the event of this situation, We will either contact you to instruct you of the delay or cancel your order and notify you of such cancellation, giving a full refund.

Web Site Use

4.1. You warrant that you will use our web sites only in accordance with these Terms & Conditions and only for lawful purposes and in a lawful manner.

4.2. You warrant that all information which you provide to us is true, accurate, current and complete in all respects and that you will notify us immediately of any changes to such information.

4.3. We reserve the right to change or remove (temporarily or permanently) a web site (or any part of it) without notice to you and you confirm that we shall not be liable to you for any such change or removal.

4.4. Our web sites are provided to you on an 'as is' and 'as available' basis without any warranty being given in relation to the web sites including (but not limited to) implied warranties of non-infringement, compatibility, security, accuracy or any implied warranty arising from course of dealing or usage or trade.

4.5. We make no warranty that the web sites will meet your requirements or will be uninterrupted, timely, or error-free, that defects will be corrected or that the site or the server(s) that makes it available are free of viruses or bugs.

4.6. We will not be responsible or liable to you for any loss of material uploaded or transmitted through our web sites.

4.7. All emails and any attachment(s) is/are confidential. If an email is received by a party who is not the intended recipient they are requested to notify us immediately, delete it from their system and refrain from copying or using it for any purpose or disclosing its contents in any other way.

4.8. We are not responsible for the content of emails which may or may not contain personal views. Anything said or contained within an email does not necessarily reflect our views and opinions unless specifically stated.

4.9. Internet communications are not secure and may be intercepted.

4.10. All emails are checked for all known viruses by Symantec Corporation software which is updated at least daily and no further liability can be accepted.

4.11. All links on our web sites to third party web sites are provided purely as an information source and we do not endorse, approve, certify or control links to or information provided by other individuals, institutions or organisations, and do not guarantee the accuracy, completeness, efficacy, timeliness, or correct sequencing of information located at external Internet addresses, nor are we responsible for the terms, conditions, policies or security of these web sites.

Intellectual Property

5.1. You acknowledge and agree that all copyright, trade marks and all other intellectual property rights in all material on our web sites, site design, structure and graphics and all software and source codes connected with our web sites shall remain at all times vested in us or our licensors. You are permitted to use this material only as expressly authorised by us.

5.2. You acknowledge and agree that the material contained within our web sites is made available for your personal non-commercial use only. You may only access, view, copy and/or print pages from our web sites for the sole purpose of you evaluating whether to and/or placing an order with us. Any other use of the material within our web sites is strictly prohibited.

Summary

6.1. Creative Protege Ltd does not provide client information to any third party. We want you to know that all information we receive about you will be used only by Creative Protégé Ltd, and will not be shared with or disclosed to any other parties.

6.2. Clients shall immediately indemnify us against all proceedings, fees, expenses, payments, liabilities, injury, costs and damages, however they arise.

6.3. We may change the terms and conditions of this contract at any time, on the proviso that the change is notified on this website. Changes take effect three days from the date and time of notification.

6.4. These terms and conditions shall commence on the date the application form is submitted and our contract may be terminated by either party at any time with immediate effect.

6.7. In the event of any dispute between an affiliate and Creative Protégé Ltd, our decision is final and absolute.