

TERMS & CONDITIONS

Introduction

Welcome to ITMP - R.SANSONE & FAMILY. By using ITMP - R.SANSONE & FAMILY and/or using the service(s) provided, you acknowledge that you have read, understood, and agree to be bound by our Terms and Conditions. These Terms and Conditions unconditionally extend and apply to all related applications or means of communication, in person or remotely.

ITMP - R.SANSONE & FAMILY recommends that you save or print a copy of these Terms and Conditions for future reference.

Agreement to Terms and Conditions

ITMP - R.SANSONE & FAMILY Terms And Conditions (these "Terms" or these "Terms and Conditions") contained in this Agreement shall govern the use of ITMP - R.SANSONE & FAMILY and all its services (collectively referred to herein as this "Company"). These Terms outline the rules and regulations guiding the use of ITMP - R.SANSONE & FAMILY. All visitations/document creations/information exchange/communications or all other intellectual or laborious activities (collectively referred to as service) that are provided to the clients shall be administered subject to these Terms and Conditions. These Terms and Conditions apply in full force and effect to the use of this Company, and the use of this Company service(s) constitutes an express agreement with all the terms and conditions contained herein in full. Do not continue to use this Company if you have any objection to any of the Terms and Conditions stated on this page.

Definitions/Terminology

The following definitions apply to these Terms and Conditions, Privacy Statement, Disclaimer Notice, and all Agreements: "Client," "Customer," "You," "Your," "They" and "Them" refer to the person(s) that use this Company. "ITMP - R.SANSONE & FAMILY", "We", "Our" and "Us", refers to our Company. "Party," "Parties," or "Us," refers to both Client and Company. All terms refer to all considerations of ITMP - R.SANSONE & FAMILY necessary to undertake support to the Client for the express purpose of meeting the Client's needs in respect of the services provided, under and subject to, prevailing law of the UK. Any use of these definitions or other glossary in the singular, plural, capitalization, and/or pronoun are interchangeable but refer to the same.

Intellectual Property Rights

Under these Terms, ITMP - R.SANSONE & FAMILY and/or its licensors own and reserve all intellectual property rights of this Document. ITMP - R.SANSONE & FAMILY and/or its licensors own and reserve all intellectual property rights of all Designs, Styles, Patterns, Images, 3D Renderings and any other Creations exchanged between the Company and the Client. The Client is granted a limited license, subject to the restrictions entailed in these Terms and Conditions, for purposes of consideration of the product proposed. All Images, Designs, Styles, Patterns, 3D Renderings, and any other Creations attached to any Quote/Estimate are to be considered purely illustrative and do not represent the final product.

Inspection Visits and Quotes/Estimates

Following the initial approach, ITMP - R.SANSONE & FAMILY will arrange an Inspection Visit to the Client's Property for the price of £450.00 inc.VAT, to assess the services needed. If the Client is happy with the preliminary assessment provided during the Inspection Visit, they can request a written Quote/Estimate for the price of £650.00 inc.VAT.

If the Client wishes to make changes to their original plan after having received the Quote/Estimate from ITMP - R.SANSONE & FAMILY, they can do so by requesting a second Inspection Visit for the discounted price of £225.00 inc.VAT, and an update to their Quote/Estimate. Every Quote/Estimate update, following the original Quote/Estimate, has a cost of £300.00 inc.VAT.

All Inspection Visits and Quote/Estimate costs will be waived in the case that the Client accepts the

Quote/Estimate provided and arranges a date for carrying out the services within one hundred eighty (180) days from the date of the latest Quote/Estimate received. All Inspection Visits and Quote/Estimate costs remain payable by the Client, in the case that they do not accept the Quote/Estimate provided by ITMP - R.SANSONE & FAMILY and/or do not arrange a date for carrying out the services within one hundred eighty (180) days from the date of the latest Quote/Estimate received.

All prices listed in the Quote/Estimate are to be considered estimations based on the information gathered during the Inspection Visit and might be subject to adjustments should the carrying out of the service reveal new information and/or dynamics that would delay and/or complicate the successful completion of the service. ITMP - R.SANSONE & FAMILY commits to attempting to successfully complete the service without the implementation of adjustments. The Client commits to fulfilling all the additional costs, should adjustments be made for the successful completion of the service.

Invoices and Payments Schedule

Once the Client accepts a Quote/Estimate and arranges a date for carrying out the services, ITMP - R.SANSONE & FAMILY will provide the Client with a “Deposit Payment” Invoice containing all the costs to be paid prior to the date on which the services are scheduled to be carried out. Should the Client fail to pay the Invoice by the indicated deadline, ITMP - R.SANSONE & FAMILY reserves the right to refuse to carry out the services and the Client would be liable to pay all the Inspection Visits and Quote/Estimate costs.

Upon the successful completion of the service, ITMP - R.SANSONE & FAMILY will provide the Client with a “Settlement Payment” Invoice to be paid on-site, on the same date. According to the duration of service to be provided, ITMP - R.SANSONE & FAMILY, might divide the amount payable by the Client, in more than two installments and schedule the payments of “Ongoing Payment” Invoices.

All Payments and Payment Schedules will be outlined within the “Deposit Payment” Invoice or in the latest Quote/Estimate.

Carrying out the service

During the time in which the service is being carried out, ITMP - R.SANSONE & FAMILY and the Client will be regulated by the guidelines outlined in the “Deposit Payment” Invoice or in the latest Quote/Estimate.

Dispute

If the Client is unhappy with the service received, they are entitled to open a Dispute case.

All Dispute cases will undergo an investigation and examination process during which ITMP - R.SANSONE & FAMILY will consider all the reasons for the case and determine an outcome.

All Disputes will be processed within fourteen (14) days from the date of the first written request from the Client.

Refund Policy

In the case of a successful outcome of a Dispute, an Overpayment, or an Erroneous Payment, the Client is entitled to advance the request for a refund. All requests for a refund will undergo an investigation and examination process during which ITMP - R.SANSONE & FAMILY will consider all the reasons of the case and determine if and how much of a refund is due. All refunds from successful requests will be processed within one hundred eighty (180) days from the date of the first written request from the Client.

Completion of the service and Feedback/Reviews

Upon the payment of the “Settlement Payment” Invoice, ITMP - R.SANSONE & FAMILY might ask the Client to write a feedback/review on one of the review websites used by the Company to display such acknowledgments.