

Sales Terms and Conditions

Thank you for choosing to work with Cardan Compliance Services.

Please read carefully.

To protect all parties engaging in the services provided by Cardan Compliance Services, we have set out these terms and conditions. By purchasing our consultancy, internal auditing, accreditation support, certification support, training services or any other service provided by us, you agree to comply with and be bound by the following terms and conditions:

 Clause 1. Scope of Services - Cardan Compliance Services provides consultancy, internal auditing, accreditation support, certification support, training services and other services related to ISO management systems and other recognised accreditations and schemes. - Our services are intended to help businesses achieve and maintain compliance to international standards, including but not limited to ISO 9001, ISO 14001, ISO 45001, ISO 22301, ISO 50001 and ISO 27001. - We may from time to time provide our services 'badged' as working for or on behalf of an external party. - We may from time to time provide services to our clients using 3rd party consultants that are not direct employees of Cardan Compliance Services. - Although we take every care, we make no guarantees or warranties as to the results that may be achieved by using our services. - Cardan Compliance Services does not provide UKAS Certification or is affiliated in any way to UKAS. We can, however, make recommendations on which UKAS Accredited Certification Bodies to use as we are Approved Consultants for several such as Alcum ISOQAR, NQA, Afnor UK and many more.	 Clause 2. Payment Terms & Fees - Payment for our services is due as per our proposal, email, or written confirmation. Verbal communication is not acceptable in this instance. - We accept payment via bank transfer, cheque, or cash. Confirmation of payment can be sent from us following receipt, if requested. - All quoted fees for works are exclusive of VAT and any other taxes, unless otherwise stated by us. - Where the client fails to pay in accordance with our terms and conditions, we reserve the right to add interest to all outstanding amounts at a rate of 4% above the Bank of England base rate.	 Clause 3. Delivery and Performance - For Cardan Compliance Services to deliver its services, we must obtain at least one of the following prior to commencement: a) Purchase order(s) linked to the associated work(s). b) Email or written confirmation agreeing to and accepting our proposal(s). c) Email acceptance or agreement, wherever it is clear about the services being provided and any associated fees. d) Times, dates, places and type(s) of service to be delivered. e) Contact details for the person or organisation the works are to be completed for. f) Any special conditions such as parking restrictions, access requirements etc. - We will always endeavour to deliver our services in a timely and efficient manner; however, we cannot be held responsible for circumstances beyond our control. This includes but is not limited to pandemic, technology failure, utility failure beyond our control, environmental factors, illness, highways and transport issues, flooding, civil unrest, protests, war, trade union strikes, severe weather, health and safety issues etc.
 Clause 4. Cancellation, Amendments and Refunds - Clients may cancel or reschedule their services up to 7 days before any planned works, without being charged. - Failure to cancel or reschedule within this time frame may result in a cancellation fee of up to 50% of the total cost of the service, unless this contradicts our terms for the provision of service(s) already agreed with the client. - If Cardan Compliance Services incur any costs due to the cancellation or rescheduling of services, the client will be liable for these costs. This includes but not limited to travel costs such as flights, train tickets and accommodation where we cannot obtain a full refund. - Due to the nature of our services, it is highly unlikely we would need to provide a refund as most invoices are issued following completion of works. The exception to this is project works, where an upfront payment is required. - As stated in clause 1.d, we do not provide guarantees or warranties. Should the organisation fail to obtain any certification, accreditation or works following our services, this is not the responsibility of Cardan Compliance Services. - Cardan Compliance Services reserves the right to cancel or amend scheduled works at any point through circumstances beyond our control as detailed in clause 3. We will of course avoid this wherever possible and are not liable for any costs incurred. - Any cancellation of contracted services, must be in writing and no less than 6 months ahead of termination.	 Clause 5. Intellectual Property - All materials and content provided by Cardan Compliance Services, including but not limited to training materials, documents, and templates, are the intellectual property of Cardan Compliance Services and may not be used or reproduced without our express written consent. - Clients or 3rd parties wanting us to use their documentation, training materials and other templates accept responsibility for ensuring these are kept up to date. - Where Cardan Compliance Services has provided documentation, templates and training materials for others to use or purchase, it is accepted that the intellectual property still belongs to Cardan Compliance Services and can be adapted, used or applied for other purposes as deemed necessary.	 Clause 6. Confidentiality - Cardan Compliance Services complies with the requirements stated under the General Data Protection Regulations 2018 and the UK Data Protection Act 2018. - All information obtained by us in the execution of our duties will be treated with the utmost confidentiality, unless it is clear a law is being broken and maintaining confidentiality would contravene the law of the land.  Clause 7. Limitation of Liability - Cardan Compliance Services will not be held liable for any damages arising from the use of our services, including but not limited to direct, indirect, incidental, or consequential damages.  Clause 8. Waiver - There is no waiver of any of these terms and conditions, or agreements unless expressly stated by any party involved.
 Clause 9. Governing Laws and Jurisdiction These terms and conditions are governed by and construed in accordance with the laws of the United Kingdom. Any disputes arising from the use of our services will be subject to the exclusive jurisdiction of the courts of the United Kingdom.	By purchasing our services through acknowledgement and instruction, you agree to comply with these terms and conditions. If you have any questions about these terms and conditions, please advise us at the soonest opportunity. 	



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2


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