

Terms and Conditions

These terms and conditions (“Terms”, “Agreement”) are an agreement between Property Preps (., “us”, “we” or “our”) and you (“User”, “you” or “your”). This Agreement sets forth the general terms and conditions of your use of the vertuall.co.uk website and any of its products or services (collectively, “Website” or “Services”).

Accounts

You must be at least 13 years old to use this Website. By accessing this Website and agreeing to this Agreement, you confirm that you are at least 13 years of age. If you create an account on this Website, you are responsible for maintaining the security of your account and are fully accountable for all activities that occur under that account and any related actions. While we may choose to monitor and review new accounts before you can sign in and use our Services, we are not obligated to do so. Providing false contact information can lead to your account being terminated. You must promptly inform us of any unauthorized use of your account or any other security breaches. We will not be held liable for any actions or omissions on your part, including any damages incurred as a result. We may suspend, disable, or delete your account (or any portion of it) if we determine that you have violated any terms of this Agreement or that your behavior or content could harm our reputation and goodwill. If we terminate your account for these reasons, you will not be allowed to re-register for our Services. We may also block your email address and Internet Protocol address to prevent future registrations.

Billing and Payments

You are responsible for paying all fees or charges associated with your account according to the applicable fees, charges, and billing terms when a payment is due. If we deem your purchase to be high-risk, we may require you to provide a copy of a valid government-issued photo ID and possibly a recent bank statement for the credit or debit card used in the transaction. We reserve the right to modify products and pricing at any time and to refuse any order you place with us. We may, at our discretion, limit or cancel quantities purchased per person, household, or order. These restrictions may apply to orders placed with the same customer account, credit card, or those using the same billing and/or shipping address. If we change or cancel an order, we will attempt to notify you using the email and/or billing address or phone number you provided when placing the order.

Accuracy of Information

Occasionally, information on the Website may contain typographical errors, inaccuracies, or omissions related to product descriptions, pricing, availability, promotions, and offers. We reserve the right to correct any errors, inaccuracies, or omissions and to modify or update information or cancel orders if any information on the Website or related Services is found to be inaccurate at any time, including after you have submitted your order. We have no obligation to update, amend, or clarify information on the Website, including pricing information, except as required by law. A specified update or refresh date on the Website does not imply that all information on the Website or related Services has been modified or updated.

Backups

We are not responsible for the content hosted on the Website and cannot be held liable for any loss of content. It is solely your responsibility to maintain appropriate backups of your content. However, under certain circumstances and without obligation, we may be able to restore some or all of your data that has been deleted as of a specific date and time when we may have backed up data for our own purposes. We do not guarantee that the required data will be available. We do guarantee secure storage of your final images for up to 12 months after their completion. While we often retain these images for a longer period, we cannot assure storage beyond 12 months. To ensure the longevity and accessibility of your valuable images, we strongly recommend that you download and save your files locally within that timeframe. This practice will allow you to maintain continuous access to your images, regardless of any changes in our storage capabilities or policies in the future.

Links to Other Websites

While this Website may provide links to other sites, we do not, either directly or indirectly, imply any approval, association, sponsorship, endorsement, or affiliation with any linked website unless specifically stated. We are not responsible for examining or evaluating the offerings of any businesses or individuals or the content on their websites. We assume no responsibility or liability for the actions, products, services, or content provided by any third parties. You should carefully review the legal statements and other terms of use for any website you visit through a link from this Website. Accessing other off-site websites is done at your own risk.

Prohibited Uses

In addition to the other terms outlined in this Agreement, you are prohibited from using the Website or its Content for: (a) any unlawful purpose; (b) soliciting others to engage in illegal activities; (c) violating international, UK government rules, laws, or local ordinances; (d) infringing upon or violating our intellectual property rights or those of others; (e) harassing, abusing, insulting, harming, defaming, slandering, disparaging, intimidating, or discriminating based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) submitting false or misleading information; (g) uploading or transmitting viruses or any malicious code that may affect the functionality of the Service, related websites, or the Internet; (h) collecting or tracking the personal information of others; (i) engaging in spamming, phishing, pretexting, spidering, crawling, or scraping; (j) pursuing any obscene or immoral purposes; or (k) interfering with or circumventing the security features of the Service, related websites, or the Internet. We reserve the right to terminate your access to the Service or any related website if you engage in any prohibited uses.

Limitation of Liability

To the fullest extent permitted by applicable law, neither Property Preps., nor its affiliates, officers, directors, employees, agents, suppliers, or licensors will be liable for (a) any indirect, incidental, special, punitive, compensatory, or consequential damages (including, but not limited to, damages for lost profits, revenue, sales, goodwill, content usage, business impacts, business interruptions, anticipated savings, or business opportunities) regardless of the cause, under any theory of liability, including but not limited to contract, tort, warranty, breach of statutory duty, negligence, or otherwise, even if Property Preps. has been advised of the possibility of such damages or could have foreseen them. To the maximum extent allowed by law, the total liability of Property Preps. and its affiliates, officers, employees, agents, suppliers, and licensors in relation to the services will be limited to the greater of one dollar or the total amount actually paid by you to Property Preps. for services in the one-month period before the event or occurrence that gave rise to the liability. These limitations and exclusions also apply if the remedy fails to fully compensate you for any losses or does not fulfill its essential purpose.

Changes and Amendments

We reserve the right to amend this Agreement or any policies related to the Website or Services at any time, with such changes taking effect upon the posting of an updated version of this Agreement on the Website. When we do this, we will update the effective date at the bottom of this page. Continued use of the Website after any changes constitutes your acceptance of those changes.

Acceptance of These Terms

You acknowledge that you have read this Agreement and agree to all its terms and conditions. By using the Website or its Services, you agree to be bound by this Agreement. If you do not agree to abide by its terms, you are not authorized to use or access the Website and its Services.

Refund Policy

Except for a one-off refundable Floor Plan Rendering fee (if you select this service), we are confident that you will be delighted with our services and that we provide a 7-day risk-free money-back guarantee. If you are unsatisfied with our services, simply request a refund within 7 days of receiving your edited files.

When you place an order with us, you'll receive an Estimated Time of Arrival (ETA) for your requested edits, and we are committed to meeting the timeline specified on our website.

Should unforeseen circumstances prevent us from delivering your edits within the agreed timeframe, we'll promptly provide a revised ETA. If this adjusted timeframe does not work for you or if we cannot meet the new ETA, you are entitled to a full refund with no questions asked.

Contacting Us

If you have any questions regarding this Agreement, please contact us at info@propertypreps.co.uk.

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