

ePOS & POS Terms & Conditions:

Last Updated - 22/01/2026

ePOS & POS overview:

Our ePOS & POS services offer businesses, venues, shop owners and retailers the chance to upgrade the customer service, increase efficiency and create a terminal for their business that will enhance their profitability and customer service.

We can create bespoke and branded software, install POS systems or upgrade existing ones.

What we offer:

We offer a range of services and products which will be discussed with the purchaser during our free consultation.

A few ideas are; kiosks, payment terminals, updated POS systems and much more.

ePOS & POS overview:

ePOS & POS enables businesses to accept payments from a customer in person and online or through an app.

The customers promise:

As a business, customer or company purchasing an ePOS & POS service or product you must agree:

- You own all relevant rights to allow any installations of hardware and software in your premises.
- You own all relevant rights to allow construction in your physical venue.
- You own the venue or possess the relevant license, lease or certificates to allow IT & AV hardware and software to be installed and connected to previously existing IT & AV systems.
- You have the right to upgrade your existing POS or ePOS system whereby necessary.

Cancellations & refunds:

We will issue the purchaser, customer and/or client our specific terms and conditions prior to accepting any payment. We will do this via email to the email provided to us by the direct purchaser. These specific terms and conditions will outline relevant and necessary costs incurred by us (AV Architect Pro) in order to complete the purchase. There will be a specific cancellation and refund clause which is tied to the specific product or service purchased.

However, by law - our customers reserve the right to cancel any contract with us for any service or product from the time of purchase to a maximum of 14 days. Should the purchase be for a monthly subscription service - after every payment, the purchaser is legally allowed to cancel the subscription within 14 days from the start of the next subscription month.

We will then give a refund (if eligible) to the initial bank card used for the initial payment within 30 days. We will aim to refund the customer as soon as possible however due to the nature of our services and products - this may take up to 30 days.

Cancellation policy:

ePOS & POS services may require purchases of resources per client case. Therefore, we have a cancellation policy that will cover our upfront costs once we begin planning, developing & installing our products and services.

- **During; software, hardware, service or product planning / if we have issued any schematics, documents and/or test products, services or subscriptions:** 10% cancellation fee.
- **During software, hardware, service or product development and design:** 20% cancellation fee.
- **During or after any installations or product/service deployment:** From 20% minimum + any extra expenses paid for the installation or deployment of the purchased product or service.

Refund policy:

ePOS & POS may require purchases of resources per client case - regardless of the reason for a refund - once a purchase has been made we will charge a cancellation fee that will be reflected in the refund amount.

After deducting any relevant cancellation fee - we will process a refund of the remaining amount within 30 days. We will aim to refund the customer as soon as possible however due to the nature of our services and products - this may take up to 30 days.

Copyright and usage:

The copyright or patent of any service, product, technical schematic, design or intellectual property made and/or produced by AVAP remains the sole ownership of AVAP. Any service or product bought may be used personally and commercially.

When purchasing any service or product you agree:

- Any intellectual property made by AVAP and issued to you as part of the service or product remains the intellectual property of AVAP.

- You may not resell any intellectual property, service or product made or owned by AVAP as your own.
- You may resell a product bought from AVAP should you have purchased it, and own it fully in accordance with these terms & conditions.
- You may use the product, service or intellectual property commercially and for personal use in accordance with these terms & conditions.
- You do not own, unless written in a separate contract or document from AVAP, any copyright or intellectual property that remains within or regarding the service or product you have purchased from AVAP.

Contractual changes:

Should any changes be made in writing, in a legal document, that allow any changes in this document - by law - the terms and conditions of this document will be altered to adhere to the new contracts terms, conditions and clauses in any relevant way.

Any changes to the terms and conditions after the customer has purchased any AVAP service or product of any kind will not be used to govern the terms and conditions of the service or product purchased and the initial terms and conditions at the time of purchase will legally govern the AVAP product or service purchased.

Governing law:

This agreement, and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to this agreement or its formation (including any non-contractual disputes or claims), shall be governed by and construed in accordance with English law.

Contact us:

Should any claim arising from our products or service exist - please contact us immediately:
techs@avarchitectpro.com