

Terms and Conditions for Services

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1. Definitions

References to "we", "us" and "our" in these Terms and Conditions are to Let Alliance Ltd.

References to "you" or "your" in these Terms and Conditions are to you as a user of the Services.

"Our Material" means content, data, materials delivered to you as part of the Services (whether on a computer screen, in email or paper format) or contained in the Websites, including the website design, text and graphics, and their selection and arrangement, and all software compilations, underlying source code and software including any such Material provided to us by our licensors.

"Services" means the tenant referencing and any other services you may purchase from us and facilities that we make available to you on our Websites.

"Terms and Conditions" means the terms and conditions set out here and the terms and conditions specific to the Service you receive.

"Your Data" means information and data you have provided to us on or in connection with the Services, which may from time to time include Personal Data as defined by the Data Protection Act 1998 (as amended).

2. About us

2.1 We are Let Alliance Ltd, a company registered in England and Wales at Companies House with company number 07338620. Our registered office is at Dodleston House, Bell Meadow Business Park, Park Lane, Pulford, Chester, CH4 9EP.

2.2 For general enquiries not related to a particular Service you can contact us. Our contact details for enquiries about each of our Services are as set out on our Websites.

3. Important information about these Terms and Conditions

3.1 These Terms and Conditions relate to your use of the the Services we make available to you.

4. Our Services

4.1 Each of our Services is as described on the relevant Website

5. Payment

5.1 All Services must be paid for in advance.

5.2 It is your responsibility to ensure that all payment details you provide are correct and complete. We are not responsible for supplying Services if the details you submit are incorrect or incomplete.

Delivering Intelligent
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solutions for letting agents

Head Office
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Dodleston House,
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Contact Emails
General Enquiries
info@letalliance.co.uk
Tenant Reference Team
tenant@letalliance.co.uk
Insurance Support Team
insurance@letalliance.co.uk

Website
www.letalliance.co.uk



5.3 No payment will be deemed to have been made until we have cleared funds.

6. Use of the Websites and Our Material

6.1 You are permitted to access and make personal non-commercial use of our Websites, Our Material we make available on the Websites for lawful purposes only and in a manner that does not infringe our intellectual property rights. Any access or use other than that which is personal non-commercial must be expressly agreed by us in writing and in advance. We do not give you permission to do anything with the Websites except to browse their contents and use any Services we make available to you.

6.2 You must take care not to do anything that could harm the Websites or the computer systems which host the Websites. You must not do anything that restricts or inhibits the use and enjoyment of the Websites by other users.

6.3 You are responsible for ensuring that Your Data submitted to the Websites is true and accurate and free from viruses and other harmful code.

6.4 The Websites contain content which is made available by us (being Our Material). All information delivered to you in the course of the Services and all intellectual property rights, including copyright, in Our Material belong to us or our licensors.

6.5 None of Our Material contained in the Websites may be reproduced or redistributed without our prior written permission, except that you may download or print a single copy for your own personal use.

7. Privacy of Your Data

7.1 We take your privacy very seriously and we comply with the relevant provisions of UK data protection legislation.

7.2 Please be aware that we may record telephone calls you make to our offices for training, audit and quality purposes.

7.3 Our report is an advisory report for the letting agent and/or landlord only and the final decision as to whether your application is successful will be that of the agent and/or landlord

8. Warranties and Disclaimers

8.1 We will endeavour to provide the Services with reasonable care and skill and to ensure that the Services are substantially as described on the Websites and in these Terms and Conditions.

8.2 While we try to ensure that the Websites are functioning correctly, this may not always be achievable. We do not guarantee that the Websites or Services will be available all the time or at any specific time. They may be temporarily suspended if our computer systems used to provide the Websites or Services are under repair or maintenance or are otherwise unavailable.

8.3 We do not guarantee that the Websites will be compatible with all or any hardware and software which you may use. For example, the Websites may not display or operate correctly if you access them using a mobile phone or similar device.

8.4 We take steps to ensure that the Websites and Our Material are free from computer viruses and other harmful computer programs. However, we cannot guarantee this due to the nature of the Internet. You are advised to use appropriate firewall and anti-virus software to protect your computer and data.

8.5 Except for the commitments we expressly make in these Terms and Conditions and any additional commitments arising out of your consumer rights granted by law, we do not make any other commitments or warranties about the Websites or the Services.

9. Our liability to you

9.1 Nothing in these Terms and Conditions excludes or limits our liability in respect of any **matter which it would be illegal** for us to exclude or limit or to attempt to exclude or limit our liability.

9.2 We are not responsible to you for any loss or damage suffered by you which was not a **reasonably foreseeable** or obvious consequence of us breaching these Terms and Conditions - for example, if you and **we could not have anticipated** those losses before or when you used the Services or it was not obvious that those losses **would result**.

9.3 We are not responsible to you for losses which you suffer due to any events beyond our **reasonable control**.

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Contact Emails

General Enquiries
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Tenant Reference Team
tenant@letalliance.co.uk

Insurance Support Team
insurance@letalliance.co.uk

Website

www.letalliance.co.uk



9.4 We are not responsible to you for losses which you suffer which are not directly caused by our actions (or our failure to act).

9.5 Unless we have been negligent then we are not responsible to you for any damage caused to any hardware or software used to access, use or download the Services.

9.6 Except as otherwise stated in these Terms and Conditions, our aggregate liability to you arising out of or in connection with each Service shall not exceed the fee you have paid for the Services.

10. Complaints

10.1 In the event that you have cause to complain about any of our Services, our contact details can be found on our Website.

11. Other important information

11.1 These Terms and Conditions are a contract between you and us and form the entire agreement between us. No-one except us and you has any right to enforce these Terms and Conditions by virtue of the Contracts (Rights of Third Parties) Act 1999.

11.2 You may not transfer any or all of the rights granted to you under these Terms and Conditions to any other person.

11.3 We may in our discretion discontinue or modify any of our Services at any time. We will try to ensure that any such discontinuation or modification does not materially adversely affect the nature of the Services provided to you.

11.4 All communications between us will be conducted in the English language.

11.5 English law applies to these Terms and Conditions.

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