

Terms and Conditions

Please read these Terms and Conditions carefully.

1. General

1. By ordering Services You are agreeing to these Terms & Conditions.
2. We reserve the right to update these Terms and Conditions at any time without notice.
3. Should You wish to cancel your Account, send an email to info@onlinexperts.net Refunds for services received by OnlineXperts, LLC will be granted on a case by case basis.
4. Refunds will be given at Our discretion.
5. Handling complaints: Should You have any complaints regarding Services received from Us, please send an email to info@onlinexperts.net detailing the nature of your complaint. We will acknowledge the complaint within 2 working days and provide a likely timescale for resolving the dispute while keeping You informed about progress. All complaints will be considered highly confidential, and be dealt with as soon as is possible.
6. We reserve the right to cancel Your Account at any time without notice.
7. You agree to keep us up to date with any changes in your contact details. This includes the provision of a working email address that you regularly check.
8. We will not be held liable or responsible for any direct or indirect loss or damages to Your business or that of any third party.
9. Our liability shall in no circumstances exceed the total sums paid to Us by You under the relevant contract.

2. Services

OnlineXperts, LLC believes all websites are submitted for our services in Good Faith. This includes that the website is compliant with Google's content policy; that the submitter of the website is the owner, operator or authorized agent for the said website; the website/URL are functional and provide adequate content as to the services and/or products made available through the said website. Verification may be demanded of these facts.

- The client must provide a website that is compliant with Google Content Compliance Policy available at:

<https://adwords.google.com/select/contentpolicy.html>

If you fail to provide a website that complies with Google's content policy. OnlineXperts may not be able to provide Search Engine Placement services without a complaint website.

Advertising Web Service complies with a strict advertising policy that is against the promotion of pornographic or adult materials. Any website that is assessed to be promoting such content will automatically attract a \$59.00 processing fee for its removal from our system. By joining this service you understand that is an integral part of Advertising Web Service's Website Compliance policy.

3. Service Level Agreement (SLA)

1. Our SLA only applies to our Search Engine Placement.
2. We guarantee First Page Google Placement on the contracted searches agreed upon by you (the customer). OnlineXperts, LLC has 10 business days to secure your place online.
3. After the 10 business days if for any reason (the customers) advertisement does not appear on the first page, you (the customer) will be credited for those such days.
4. The Customer's Ad placement is also subject to Google's Quality score. If the customers quality score is not sufficient to keep the customer on the first page of Google, Onlinexperts will not be held liable to terms of service.

4. Payment

1. All charges payable by You for Services shall be in accordance with the scale of charges, rates and payment frequencies published from time to time by us on our web site and shall be due and payable in advance of our Service provision. We reserve the right to change pricing at any time although all pricing is guaranteed for the period of pre-payment.
2. All payments must be made by credit card unless previous arrangements have been made.
3. All Services received from OnlineXperts, LLC will be billed on the date of the account set up. Services will be billed on a month by month basis on the same day of every month to the method of payment given.
4. If paying with a check you will not receive services from OnlineXperts, LLC until payment has cleared.
5. Without prejudice to our other rights and remedies under these Terms and Conditions, if any sum payable is not paid on or before the due date, We shall be entitled forthwith to suspend or cancel the provision of Services to you.
6. After 15 days of a delinquent account your searches will be released and available for resell.

5. Termination

1. If You fail to pay any sums due to us as they fall due, We may suspend or cancel any Services without notice to you. Accounts are typically suspended the day after the due date, and fully cancelled after a further fifteen days.
2. If You breach any of these terms and conditions We may suspend or cancel any Services without notice to you.
3. We reserve the right to suspend Services at any time. In the event of this You will be entitled to a pro-rata refund based upon the remaining period of pre-payment. This does not include any set-up fees in connection with Search Engine Placement.
4. Where payment has been made by credit or debit card, any refund will only be issued to the same credit or debit card. All credit and debit card refunds are subject to a 5% administration fee against the original purchase price.
5. You may cancel the Services at any time without refund of the monthly payment
6. If you do wish to cancel your services we ask for a ten day notice of cancellation.

6. Indemnification

You agree that You shall defend, indemnify, save and hold ONlineXperts LLC harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against OnlineXperts LLC its agents, officers, employees and assignees, that may arise or result from any service provided or performed or agreed to be performed or any product sold. You agree to defend, indemnify and hold harmless ONlineXperts LLC against liabilities arising out of; (1) any injury to person or property caused by any products sold or otherwise distributed in connection with servers operated by OnlineXperts LLC (2) any material supplied or hosted by customers on this website (including content infringing or allegedly infringing on the proprietary rights of a third party); (3) copyright infringement and (4) any defective products sold to customers from servers operated by OnlineXperts LLC.

7. Disclaimer

We will not be responsible for any damages your business may suffer. This includes loss of data resulting from delays, nondeliveries, wrong delivery, and any and all service interruptions caused by us or any third party acting on our behalf. We expressly disclaim all and provide no representations or warranties in respect of this website, its contents or the services provided by us. We do not represent or warrant that the information accessible on or via this website is accurate, complete or current.

8 . PRIVACY POLICY

This privacy policy sets out how OnlineXperts, LLC uses and protects any information that you give OnlineXperts, LLC when you use this website. OnlineXperts, LLC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. OnlineXperts, LLC may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 11/1/08. What we collect We may collect the following information:

- name and job title
- contact information including email address, mailing address
- demographic information such as post code, preferences and interests

What we do with the information we gather:

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
- We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways: • whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes • if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.