



Quantum Consultancy Ltd - Website DIGITAL PRODUCT TERMS OF SALE

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Website:

<https://www.quantumconsultancyLtd.com>



1. INTRODUCTION

These Digital Product Terms of Sale govern the purchase of digital products made available by Quantum Consultancy Ltd through:

<https://www.quantumconsultancyLtd.com>

These Terms of Sale apply to all purchases of digital products made through the Website and form a legally binding agreement between Quantum Consultancy Ltd and the customer.

By purchasing any digital product from the Website, the customer confirms that they have read, understood and agree to be bound by these Terms of Sale.

These Terms of Sale should be read together with:

- Privacy Policy;
- Cookie Policy;
- Website Terms of Use;
- Any applicable End User Licence Agreement (EULA);
- Any additional terms presented during the purchasing process.

In the event of any conflict between these Terms of Sale and the Website Terms of Use, these Terms of Sale shall prevail in relation to the purchase and supply of digital products.

2. INFORMATION ABOUT US

Digital products available through the Website are supplied by:

Quantum Consultancy Ltd

Company Number:

17035385

VAT Registration Number:

514036626

Registered Office:

71-75 Shelton Street

Covent Garden

London

WC2H 9JQ

United Kingdom



Email:

Support@quantumconsultancyLtd.com

Website:

<https://www.quantumconsultancyLtd.com>

3. DIGITAL PRODUCTS

The Website offers digital products including, but not limited to:

- PMO Governance Starter Pack;
- RAID Governance Bundle;
- Enterprise PMO Toolkit;
- Governance templates;
- Project management templates;
- PMO documentation packs;
- Business process resources;
- Future downloadable business products.

Quantum Consultancy Ltd reserves the right to modify, replace, withdraw or introduce digital products at any time.

Product descriptions, screenshots, demonstrations and marketing materials are intended to provide a reasonable representation of the product but may not reflect every feature, format or future update.

4. ELIGIBILITY TO PURCHASE

By placing an order, the customer confirms that:

- They are at least 18 years of age;
- They have the legal capacity to enter into a binding contract;
- Any information provided during the purchasing process is accurate and complete;
- They are authorised to make the purchase where acting on behalf of an organisation.

Quantum Consultancy Ltd reserves the right to refuse or cancel orders where it reasonably believes these requirements have not been met.

5. TERRITORY

Digital products may be purchased by customers located within the United Kingdom and internationally unless restricted by applicable law.

Customers are responsible for ensuring that the purchase, download and use of digital products is lawful within their jurisdiction.

6. CUSTOMER ACCOUNTS

Certain purchases may require the creation of a customer account.

Customer accounts may provide access to:

- Purchased products;
- Download history;
- Purchase history;
- Product updates;
- Customer support services;
- Future customer portal functionality.

Customers are responsible for maintaining the confidentiality and security of their account credentials.

7. ORDER ACCEPTANCE

Submission of an order does not constitute acceptance by Quantum Consultancy Ltd.

An order shall only be deemed accepted when:

- Payment has been successfully processed;
- Order confirmation has been issued; and
- Access to the purchased digital product has been granted.

Quantum Consultancy Ltd reserves the right to refuse, reject or cancel any order where reasonably necessary, including where fraud, payment issues or technical errors are suspected.



8. PRICING

All prices displayed on the Website are shown in Pounds Sterling (£).

Quantum Consultancy Ltd reserves the right to amend prices at any time without notice.

Any change in pricing shall not affect orders that have already been accepted and paid for.

The price payable for a digital product shall be the price displayed at the time the order is submitted.

Quantum Consultancy Ltd makes reasonable efforts to ensure pricing information is accurate. In the event of an obvious pricing error, Quantum Consultancy Ltd reserves the right to cancel the order and provide a full refund.

9. VALUE ADDED TAX (VAT)

Where applicable, prices displayed on the Website may be inclusive or exclusive of Value Added Tax (VAT).

Quantum Consultancy Ltd is registered for VAT in the United Kingdom.

VAT Registration Number:

514036626

Where VAT is chargeable, it will be calculated and displayed during the checkout process.

Customers are responsible for any taxes, duties, levies or charges applicable within their own jurisdiction.



10. PAYMENT METHODS

Payment for digital products must be made in full before access to any product is granted.

Accepted payment methods may include:

- Credit Cards;
- Debit Cards;
- Stripe-supported payment methods;
- Additional payment methods introduced by Quantum Consultancy Ltd from time to time.

Quantum Consultancy Ltd reserves the right to modify accepted payment methods without notice.

11. PAYMENT PROCESSING

Payments are securely processed through Stripe or authorised payment service providers.

Quantum Consultancy Ltd does not store full payment card details on its systems.

Customers acknowledge that payment transactions are subject to the terms, conditions and security measures of the relevant payment processor.

Quantum Consultancy Ltd shall not be responsible for payment processing failures caused by:

- Banking system failures;
- Card issuer restrictions;
- Fraud prevention controls;
- Payment processor outages;
- Customer input errors;
- Third-party payment service disruptions.

12. FRAUD PREVENTION

Quantum Consultancy Ltd reserves the right to undertake reasonable fraud prevention and verification checks.

Orders may be delayed, suspended or cancelled where:

- Fraud is suspected;
- Payment verification cannot be completed;
- False information has been provided;
- Unusual purchasing activity is detected;
- Payment processor alerts are received.

Where an order is cancelled due to suspected fraud, any refund will be processed in accordance with applicable payment processor requirements.

13. ORDER CONFIRMATION

Following successful payment, customers will normally receive:

- Payment confirmation;
- Order confirmation;
- Access instructions;
- Download information where applicable.

Order confirmations may be delivered via:

- Email;
- Customer portal;
- Website account functionality.

Customers are responsible for ensuring that contact details provided during checkout are accurate.



14. FAILED OR DECLINED PAYMENTS

Quantum Consultancy Ltd shall not be obliged to supply any digital product unless payment has been successfully received and verified.

Where payment is declined, rejected, reversed or otherwise unsuccessful, access to digital products may be suspended, restricted or removed until payment has been successfully completed.

15. CHARGEBACKS AND PAYMENT DISPUTES

Customers agree to contact Quantum Consultancy Ltd before initiating any chargeback or payment dispute where a genuine issue exists.

Where a chargeback or payment dispute is initiated:

- Access to purchased products may be suspended;
- Customer accounts may be restricted;
- Download access may be removed;
- Further purchases may be refused.

Quantum Consultancy Ltd reserves the right to challenge chargebacks where evidence demonstrates that products were delivered, accessed, downloaded or otherwise made available to the customer.

16. PAYMENT RECORDS

Quantum Consultancy Ltd may retain records relating to transactions, invoices, payment references and associated purchase information for legal, tax, accounting, fraud prevention and business administration purposes.

Such records will be processed in accordance with the Privacy Policy and applicable data protection legislation.



17. DIGITAL DELIVERY

All products sold through the Website are digital products.

No physical goods will be shipped unless expressly stated otherwise.

Following successful payment and order acceptance, customers will normally receive access to purchased products immediately.

Delivery may be provided through:

- Direct download links;
- Customer portal access;
- Customer account access;
- Email delivery;
- Secure download areas;
- Other digital delivery methods determined by Quantum Consultancy Ltd.

Delivery shall be deemed completed when access to the purchased product has been made available.

18. CUSTOMER PORTAL ACCESS

Where customer portal functionality is available, customers may access purchased products through their account.

Portal functionality may include:

- Product downloads;
- Purchase history;
- Download history;
- Product updates;
- Customer support resources;
- Future digital services.

Quantum Consultancy Ltd reserves the right to modify, improve, suspend or replace portal functionality where reasonably necessary.



19. PRODUCT AVAILABILITY

Quantum Consultancy Ltd makes reasonable efforts to ensure that digital products remain available for download and access.

However, access may occasionally be interrupted due to:

- System maintenance;
- Software updates;
- Security improvements;
- Technical issues;
- Infrastructure outages;
- Circumstances beyond reasonable control.

Quantum Consultancy Ltd does not guarantee uninterrupted access to digital products or customer portal functionality.

20. DOWNLOAD RESPONSIBILITY

Customers are responsible for:

- Downloading purchased products promptly;
- Maintaining secure copies of purchased products;
- Backing up purchased products appropriately;
- Ensuring compatibility with their own systems and software.

Quantum Consultancy Ltd shall not be responsible for loss of files caused by:

- Customer deletion;
- Device failure;
- Hardware failure;
- Software corruption;
- Failure to maintain backups.



21. PRODUCT UPDATES

Quantum Consultancy Ltd may, but is not obliged to, provide updates, corrections, enhancements or revisions to digital products.

Where updates are made available, Quantum Consultancy Ltd reserves the right to determine:

- Eligibility for updates;
- Duration of update availability;
- Method of delivery;
- Whether updates are free or chargeable.

Nothing in these Terms of Sale guarantees future updates.

22. TECHNICAL REQUIREMENTS

Customers are responsible for ensuring that they have suitable:

- Hardware;
- Software;
- Internet connectivity;
- Security controls;
- File viewing applications;

required to access and use purchased digital products.

Quantum Consultancy Ltd shall not be liable where a customer is unable to access a product due to incompatibility with their own systems or software.

23. DELIVERY DELAYS

Whilst most products will be delivered immediately following successful payment, delivery may occasionally be delayed due to:

- Payment verification checks;
- Fraud prevention reviews;
- Technical issues;
- Platform outages;
- System maintenance;
- Circumstances beyond reasonable control.

Quantum Consultancy Ltd shall use reasonable efforts to resolve such issues as quickly as practicable.

24. PRODUCT CHANGES

Quantum Consultancy Ltd reserves the right to:

- Improve products;
- Correct errors;
- Update content;
- Modify formats;
- Withdraw products;
- Replace products with updated versions.

Such changes may occur without prior notice where reasonably necessary.

25. DISCONTINUED PRODUCTS

Where a product is withdrawn from sale, Quantum Consultancy Ltd may continue to provide access to existing purchasers for a reasonable period.

Quantum Consultancy Ltd reserves the right to determine the duration of continued access and any migration arrangements.

Nothing in these Terms of Sale creates an obligation to provide indefinite access to any digital product.

26. FORCE MAJEURE DELIVERY EVENTS

Quantum Consultancy Ltd shall not be liable for delays or failures in delivery resulting from events beyond its reasonable control, including:

- Internet outages;
- Cloud service failures;
- Hosting provider outages;
- Cybersecurity incidents;
- Government action;
- Regulatory restrictions;
- Telecommunications failures;
- Natural disasters;
- Industrial disputes;
- Other force majeure events.

Delivery obligations shall be suspended for the duration of such events.

27. INTELLECTUAL PROPERTY OWNERSHIP

All intellectual property rights in digital products supplied by Quantum Consultancy Ltd remain the exclusive property of Quantum Consultancy Ltd and its licensors.

This includes, but is not limited to:

- Templates;
- Documentation;
- Frameworks;
- Methodologies;
- Governance materials;
- Processes;
- Workflows;
- Checklists;
- Spreadsheets;
- Presentations;
- Training materials;
- Digital downloads;
- Product designs;
- Branding;
- Logos;



- Copyright works;
- Associated documentation.

The purchase of a digital product does not transfer ownership of any intellectual property rights.

28. LICENCE GRANT

Upon successful payment, Quantum Consultancy Ltd grants the customer a limited, non-exclusive, non-transferable, revocable licence to use the purchased product.

This licence permits use solely for the customer's own internal business purposes.

The licence does not permit:

- Ownership transfer;
- Commercial redistribution;
- Public distribution;
- Sub-licensing;
- Product resale;
- Product repackaging;
- Product publication.

All rights not expressly granted remain reserved by Quantum Consultancy Ltd.

29. PERMITTED USE

Customers may:

- Download purchased products;
- Use purchased products internally;
- Modify templates for their own organisational use;
- Complete and adapt templates for their own projects, programmes and governance activities;
- Share completed documents internally within their own organisation.

Use must remain consistent with these Terms of Sale.

30. PROHIBITED USE

Customers must not:

- Resell products;
- Redistribute products;
- Share products publicly;
- Upload products to public repositories;
- Publish products online;
- Make products available for download by third parties;
- Create competing products using purchased materials;
- Remove copyright notices;
- Remove ownership notices;
- Misrepresent authorship;
- Claim ownership of purchased materials.

Any unauthorised use shall constitute a breach of these Terms of Sale.

31. ORGANISATIONAL USE

Where a product is purchased on behalf of an organisation, the licence permits use within that organisation only.

The licence does not permit:

- Sharing with third-party organisations;
- Sharing with clients;
- Sharing with suppliers;
- Sharing with contractors not acting on behalf of the purchasing organisation;
- Redistribution outside the purchasing organisation.

Additional licences may be required for wider use.

32. CONSULTANTS AND CONTRACTORS

Employees, contractors and consultants acting on behalf of the purchasing organisation may use purchased materials solely for the benefit of that organisation.

Such use must remain within the scope of the purchasing organisation's licence.

The purchasing organisation remains responsible for compliance with these Terms of Sale.

33. COPYRIGHT NOTICES

Customers must not remove, obscure or alter:

- Copyright notices;
- Trademark notices;
- Ownership notices;
- Proprietary notices;
- Product identifiers.

All such notices must remain intact.

34. AI, DATA MINING AND AUTOMATED USE

Purchased products may not be used to:

- Train artificial intelligence models;
- Train machine learning systems;
- Create AI datasets;
- Generate competing products using automated systems;
- Create derivative knowledge bases intended for commercial exploitation.

Customers may use purchased products internally with productivity tools and software for legitimate business purposes, provided such use does not result in redistribution or commercial exploitation of Quantum Consultancy Ltd intellectual property.

35. REVERSE ENGINEERING

Customers must not:

- Reverse engineer products;
- Decompile software elements;
- Attempt to extract protected methodologies;
- Circumvent security measures;
- Remove access controls.

This restriction applies to any software, portal functionality, downloadable tools or associated systems supplied by Quantum Consultancy Ltd.



36. BREACH OF LICENCE

Where Quantum Consultancy Ltd reasonably believes that licence terms have been breached, it may:

- Suspend access;
- Terminate licences;
- Remove portal access;
- Restrict downloads;
- Refuse future purchases;
- Pursue legal remedies;
- Seek injunctive relief;
- Recover damages where appropriate.

Such action may be taken without prejudice to any other rights available under law.

37. REPORTING INFRINGEMENT

Any suspected infringement of Quantum Consultancy Ltd intellectual property rights should be reported to:

Support@quantumconsultancyLtd.com

Notifications should include:

- Contact details;
- Description of the infringement;
- Supporting evidence;
- Relevant documentation where available.

Quantum Consultancy Ltd reserves the right to investigate and take appropriate action.

38. CANCELLATION RIGHTS

The products supplied by Quantum Consultancy Ltd are digital products delivered electronically.

By purchasing a digital product and requesting immediate access, download rights or customer portal access, the customer expressly agrees that delivery will begin immediately following successful payment.

The customer acknowledges that, once delivery has commenced, any statutory cancellation rights that would otherwise apply to digital content may be lost in accordance with applicable consumer legislation.

Customers are required to confirm acceptance of this position during the purchasing process before access is granted.

39. REFUND POLICY

Due to the nature of digital products, refunds will not normally be provided once:

- Download access has been granted;
- Portal access has been activated;
- The product has been accessed;
- The product has been downloaded;
- The product has otherwise been made available to the customer.

This policy exists to protect the intellectual property rights of Quantum Consultancy Ltd and to prevent unauthorised retention or use of digital products following purchase.

40. EXCEPTIONS TO THE REFUND POLICY

Notwithstanding Section 39, Quantum Consultancy Ltd may, at its sole discretion, provide a refund where:

- A duplicate purchase has been made accidentally;
- The incorrect product was purchased, and access has not been used;
- A technical issue prevents access to the purchased product;
- A payment processing error has occurred;
- Fraudulent activity is identified;
- Exceptional circumstances apply.

Nothing in this section creates an obligation to provide a refund.

Each request will be considered on its individual merits.

41. DEFECTIVE PRODUCTS

If a digital product is materially defective, corrupted, inaccessible or substantially different from its description, the customer should notify Quantum Consultancy Ltd as soon as reasonably practicable.

Quantum Consultancy Ltd may, at its option:

- Repair the issue;
- Replace the product;
- Reissue access;
- Provide an updated version;
- Provide a full or partial refund where appropriate.

This section does not affect any statutory rights available under applicable law.

42. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Quantum Consultancy Ltd shall not be liable for:

- Indirect losses;
- Consequential losses;
- Loss of profits;
- Loss of revenue;
- Loss of business opportunities;
- Loss of anticipated savings;
- Loss of goodwill;
- Loss of reputation;
- Loss of data;
- Business interruption losses.

arising from:

- Use of digital products;
- Inability to use digital products;
- Reliance upon digital products;
- Customer modifications to digital products;

- Third-party use of digital products;
- Customer failure to maintain backups.

43. FORCE MAJEURE

Quantum Consultancy Ltd shall not be liable for any delay or failure in performance resulting from events beyond its reasonable control, including:

- Internet outages;
- Cloud service failures;
- Hosting provider outages;
- Cybersecurity incidents;
- Government action;
- Regulatory restrictions;
- Natural disasters;
- Industrial disputes;
- Telecommunications failures;
- Other force majeure events.

Obligations shall be suspended for the duration of such events.

44. GOVERNING LAW AND JURISDICTION

These Terms of Sale and any dispute or claim arising from them shall be governed by and construed in accordance with the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction to determine any dispute or claim arising out of or in connection with these Terms of Sale.

Nothing in this section prevents Quantum Consultancy Ltd from seeking injunctive relief or other remedies in any jurisdiction where necessary to protect its intellectual property rights, confidential information or business interests.



45. CONTACT INFORMATION

Questions regarding these Terms of Sale should be directed to:

Quantum Consultancy Ltd

71-75 Shelton Street

Covent Garden

London

WC2H 9JQ

United Kingdom

Email:

Support@quantumconsultancyLtd.com

Website:

<https://www.quantumconsultancyLtd.com>