

1. User Agreement

“EddySoftGlobal” OU (hereinafter referred to as “company”, “performer”, “we”) provides the ability to use <https://helpdeskeddy.com> (hereinafter referred to as “the service”) with our Terms and Conditions below. By registering on the service and using it, the customer (hereinafter referred to as “you”, “client”) fully agrees with the user agreement (hereinafter referred to as the “agreement”) and undertakes to comply with it.

The agreement may be changed by us without any special notice. Non-compliance with any of those conditions may lead to disable of your account.

2. Registration Obligations

2.1 You must be at least 18 years old to use the service.

2.2 You agree to provide accurate information when registering for the service and keep it up to date. If you provide incorrect information, we have the right to block / delete your account and refuse to use the service.

2.3 After registration, you will receive a non-transferable right to use your account to access the service

2.4 You are responsible for maintaining your credentials — username and password.

2.5 You are responsible for all content that is created in your account on the service. The service does not control the content transmitted through it and does not guarantee its accuracy, completeness and quality.

3. Payment

3.1 Services are paid in advance, the minimum payment period is 1 month. When calculating the cost of services, the number of agents (operators, administrators) who will use the service is taken into account.

3.2 The cost of the service does not include taxes which you must pay for yourself.

3.3 Upon expiration of the paid period, your account is partially blocked. You still have the opportunity to view the contents of your portal and pay for the services within one month from the moment of blocking.

3.4 Before paying for the service, you can use it for free for 1 month.

3.5 The funds you have paid are not refundable.

3.6 Services are considered to be provided properly and in full, if the CLIENT did not file a complaint within five working days from the date of payment for the service. If there is no complaint, the act of acceptance of the performed services is considered signed and the services provided properly. Upon the provided services, the EXECUTOR shall unilaterally draw up the acceptance certificate of completed work (services).

4. Changes in service and its cost

4.1 We reserve the right to make changes to the service (or part of it) at any time without prior notice.

4.2 The cost of services may change, we pledge to notify about it not later than 60 days in advance.

4.3 We are not responsible to you and third parties for changes in the service and cost of services.

4.4 In the case of an advance payment, we guarantee the tariff plan for the entire paid period.

5. Use of information

5.1 By registering on the service, you agree to the collection, storage and processing of your personal data in order to fulfill the obligations provided in this agreement.

5.2 We use the personalized information of customers of the service exclusively to ensure the quality of the provision of services and their accounting. We do not disclose the personal data from one customer to other customers of the service.

5.3 We never publish personal information in the public domain and do not pass it on to third parties.

5.4 All data you create in your account belongs to you. However, when you post data in the public part of the service you agree that third parties will be able to see it.

5.5 You understand that the technology of the service requires the transfer of your content over computer networks, as well as changing it to meet the technical requirements.

6. Links

The service may contain links to other sites that are not related to our company and belong to third parties. We are not responsible for the accuracy, completeness and accuracy of the information posted on third-party websites, and do not undertake any obligation to maintain the confidentiality of the information you leave on those sites.

7. Cancellation of services

7.1 To cancel the service and completely delete your account you need to contact our support team by writing an email to support@helpdeskddy.com

7.2 When you delete your account, all data is permanently deleted and cannot be restored.

7.3 We reserve the right to refuse service to any user without explanation.

8. General conditions

8.1 Service is provided on an “as is” basis. We are not responsible for the adverse consequences, as well as for any losses caused as a result of restricting access to the service and use of information placed on it.

8.2 You agree not to reproduce, copy, sell, resell or use any part of the service for any commercial purposes without the written permission of us.

8.3 You understand that our company uses the services of third-party companies and partners to ensure the efficiency of the service.

8.4 We reserve the right to delete content and accounts that in our opinion are illegal, offensive and inappropriate.

8.5 Verbal, written and other kind of insult to customers and service employees may lead to a denial of service.

8.6 You cannot use the service to transmit viruses and various malicious content..

8.7 You cannot use the service to send spam.

8.8 We do not guarantee that: a) the service will meet your specific requirements, b) the service will not contain any errors, c) the quality of services will meet your expectations and d) all errors on the service will be fixed.

8.9 You agree that the service reserves the right to delete your account if you have not used it for a long time (more than half a year).

8.10 If any of these conditions is considered invalid or insolvent, it does not entail the invalidity of the remaining conditions.

8.11 Please send your questions about this agreement to support@helpdeskeddy.com.

EddySoftGlobal OU

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A/S Swedbank

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Working hours:

Monday–Friday: 9 am – 5 pm, Saturday and Sunday are weekends

Official site: <https://en.helpdeskeddy.com/>

Link to public offer agreement: https://en.helpdeskeddy.com/offer_EE_EN.pdf

Last changes: 3rd October 2016