

## TERMS AND CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE.

1.0 General Terms - By browsing and using this website you are agreeing to comply with and be bound by the following Terms and Conditions, which together with our Privacy Policy govern TecWise Limited 's relationship with you in relation to this website.

1.1 The term 'TecWise Limited ', 'our', 'us' or 'we' refers to the owner of the website whose registered office is:

TecWise Limited  
Unit 1603, 16th Floor, The L. Plaza,  
367 – 375 Queen's  
Road Central, Sheung Wan,  
Hong Kong

1.3 Our company registration number is 3194462

The term 'you' refers to the user or viewer of our website and our services.

1.4 The use of this website and our services is subject to the following terms of use:

1.4.1 The content of the pages of this website is for your general information and use only. It is subject to change without notice.

1.4.2 Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

1.4.3 Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

1.4.4 This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

1.4.5 Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

1.4.6 From time to time this website may include links to other websites. These links are

provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

1.4.7 Your use of this website and any dispute arising out of such use of the website is subject to the laws of Hong Kong.

1.4.8 By registering as a client, you consent to being sent email marketing communications by TecWise Limited. These emails can be opted out of at any time.

1.4.9 Clients can pay for orders manually or subscribe to an automatic recurring billing package. All of these terms apply to both manually placed orders and packages.

## 1.5 Security and Privacy

1.5.1 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.

## 1.6 How we use cookies

1.6.1 We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## 1.7 Controlling your personal information

1.7.1 You may choose to restrict the collection or use of your personal information in the following ways:

1.7.2 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 by writing to us at our trading address or emailing us at: 'info@tecwise.com'.

1.7.3 We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

1.7.4 If you believe that any information we are holding on you is incorrect or incomplete, please email or write to us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## 1.8 Credit Card Information

1.8.1 TecWise Limited use an approved third party merchant to process all credit card payments. We do not store any of this credit card or billing information in our database, in sessions or in browser cookies.

1.8.2 All credit card payments are transmitted using industry standard SSL encryption.

## 1.9 Pricing

1.9.1 Clients are given an exact price at point of purchase, including applicable taxes.

1.9.7 We reserve the right to change the prices of orders at any time, without prior warning or consent.

## 2.0 Delivery Policy

2.1 Services are ordered and delivered to clients through our website, CRM or Email. Each order must include specific details about the exact nature of the client's requirements, hereby referred to as a brief. It is the client's responsibility to ensure that the information contained within their order instruction is an accurate reflection of their requirements. Any disputes arising from the order delivered will refer to this original order brief.

2.1.1 At the point of order, customers are given an estimated delivery time. This delivery time is an estimate, not a guarantee.

2.1.2 Once an order has been processed and confirmed, we have made a contract to supply the client with the order, written to the brief outlined in the order.

2.1.3 Clients who are unhappy with the service that is delivered to them must follow the dispute resolution process.

## 2.2 Item return/refund policy

2.2.1 Customers must follow the dispute resolution process

2.2.2 All refund requests must be made within 14 days of payment and refund will be considered at our discretion.

## 2.3 Order Cancellation

2.3.1 We reserve the right to cancel any orders that contain references to defamatory, illegal or offensive material.

2.3.2 We reserve the right to cancel any orders that are intended to submit to any third party.

2.3.3 Orders cancelled for the above reasons will be refunded in full and the client will be notified by email.

2.3.4 Refunds must be requested within the timeframe permitted.

2.3.5 Refund payments must be issued through the same payment method as they were made.

2.3.6 We reserve the right to close the accounts of individuals we suspect of making fraudulent or suspicious payments.

### 3. Dispute Resolution Process

3.1 TecWise Limited will endeavour to resolve these disputes and agree on a satisfactory outcome. If clients are unhappy with an order that has been delivered to them, they must follow this procedure before any further action can be taken. We reserve the right to uphold or reject complaints at our sole discretion.

### 4. Blog Package Terms and Conditions

4.1 Clients who sign up for a blog package are bound by the following terms and conditions.

4.2 After signing up, clients will be billed for and receive the requested number of blog posts within one calendar month. They will be invoiced the same amount every calendar month and receive the same agreed number of blog posts until they change or cancel their subscription.

4.2.1 We reserve the right change the monthly billing amount of blog packages at any time, with our prior warning or consent.

4.2.3 TecWise Limited is under no obligation to refund or reimburse clients who have ordered blog packages by mistake, or have changed their mind.

4.3 Cancellation requests must be issued before the date of the client's billing cycle, otherwise clients are liable for another month of billing and service delivery.

4.4 Clients can change their package at any time, providing this is before their monthly billing date. Requests made on this date may not be actioned until the following month.

4.5 It is the client's responsibility to ensure that the information concerning their required blog posts is correct. TecWise Limited is not liable for mistakes arising from either misinformation, or a lack of information provided by the client.

4.6 TecWise Limited will supply all posts in a number of formats for clients to download and publish to their blogs but accepts no responsibility for compatibility issues which may arise from unsupported platforms or content management systems.

### 5. Website Hosting

5.1 It is necessary that during the first 12 months, the website must be hosted on our servers.

5.2 If you host your website at TecWise Limited, we never provide access to the web hosting control panel, to secure our client's website.

5.3 We have limited space as we are very passionate concerning how much hosting space you use. In that case, we may require discussing dedicated hosting from a third-party. We cannot guarantee the uptime of our hosting as it is provided by a third-party as we have a good reliability record.

## 6. Search Engine optimisation

- 6.1 TecWise Limited follows strict adherence to ethical techniques in website optimisation. The firm denies complete responsibility for any issues, losses or ratings incurred during any kind form of third-party service provider interactions.
- 6.2 Even though TecWise Limited follows effective methodologies for facilitating our services, the firm possesses no authority over rankings in numerous search engines. The uncertainties associated with the search engine practices may result in the diminished positioning in the corresponding operational environments. The services provided are liable to fluctuations in the page rankings.

## 7. Content writing

7.1 TecWise Limited offer various content writing and research services which include Researched Content Writing, Market Research, Website Content Writing, Ecommerce Content, Blog writing and Press Release Content.

7.2 Orders are processed as per the instructions and brief provided. Content is ordered and delivered to clients through our phone, website, email, or WhatsApp. Each order must include specific details about the exact nature of the client's requirements, hereby referred to as a brief. It is the client's responsibility to ensure that the information contained within their brief(s) is an accurate reflection of their requirements. Any disputes arising from content delivered will refer back to this original brief.

7.2 If you are a student and use our content writing service, you must not use any material or content delivered in completing all or part of your assignment or any other academic requirements. You must also not place your order if you are required to complete your assignment personally or our service is not a permitted assistance. The Content Writing services provided by TecWise Limited are to be used for reference purpose only. You cannot use them in any way.

7.4 If you use our services, it means that they are for your use only and should not be transferred to another party or submitted as your own research. We are not responsible for any other uses or if any customer submits the research content as their own paper. We do not encourage or tolerate any form of cheating and copying and do not intend for any of our services to be used as such. Our researched content writing service is not liable for any achievement by a customer who used our service, and thus we are not responsible for any damages, remedies for a request for refund payment.

## 8. Governing Law

8.1 This bond will be administered exclusively by the Laws of Hong Kong.

Date: 28-09-2022