



LIGHT TOUCH TECHNOLOGIES

Website: <https://lighttouchtech.ca> | E-Mail: support@lighttouchtech.ca

Our Terms and Conditions

Please read these Terms of Use (“Terms”, “Terms of Use”) carefully before using the <https://lighttouchtech.ca> website (the “Service”) operated by Light Touch Technologies (“us”, “we”, or “our”).

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

Web Design Conditions

- **Quotes and Estimates:** The price the customer receives as a quote is NOT intended as the final price for the web design development. The final price may change depending on what is needed after the quote was first given to the customer. The final price constitutes all work involved at first and along the way to completion, except in the case where there is a “All Inclusive” flat rate price originally offered in the quote to the customer.
- **Deposit for Web Development:** A 20% non-refundable deposit is required prior to Light Touch Technologies beginning the development of the customer’s website. The remainder of the price being 80% is invoiced to the customer upon satisfactory completion of the customer’s website and they have approved the final proof of there new website.

Hosting and User Accounts

When you create an account with us, it is the customer’s responsibility to provide us information that is true, accurate and current. Failure to do so may be considered a breach of the “Terms” in your contract with us, which may result in immediate termination of your account with us.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service through us.

You agree not to disclose your server technical information from us (logging in) emailed to you to any third parties outside of your contract with us. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of

your account. We will change your login credentials and re-issue them to you in the form of secure email.

If we detect hack related security breaches to any of customer's hosting servers, we will immediately suspend their account which shuts off access to hackers. At that point we automatically email the customer to let them know there was a "hack" security breach on our servers and they are to contact us as soon as possible so we can re-instate your website and its files back to the Internet. We have built-in security measures installed on our servers that are top in the industry of Internet security. However nothing is impossible from our "arch enemy", the hacker. It is difficult to protect our servers and our customers when someone with valid log-in credentials logs in and steals a customer's information or installs "hack" ransomware virus.

Account Verification for Customer Account Portal

Once a customer signs up for our services, they receive an email verification request. It is MANDATORY to verify the account creation by clicking on the button in the email. This proves validity of the email address for the account holder. Only valid emails are permitted. The customer has 48 HOURS to verify the account or their account will be deleted after 48 hours from the time the customer setup the account.

30 Day Trials of Our Products and Services

There is NO commitment required to activate any of our FREE trial products or services. The free trials start date of the 30 days begins on the date of the subscription order for the free trial. For example, if you ordered a free trial on January 10, 2022, it would end on February 10, 2022. [Click to learn about How the Trial Works.](#)

The free trial accounts auto-cancels after 30 days of the start date on your account. In terms of our Free 30 Day Power Server web hosting package, the entire website would then disappear off of the Internet and be deleted from our server when the trial expires. We do not make backups of customers' trial accounts. *We recommend that you backup your website prior to the cancelling of your hosting trial so you can restore it into a paid subscription of one of our web hosting packages.*

Credit Card Requirement for the Free Trials

We only ask for credit card for authenticity of the person ordering the trial online and to promote anti-fraud security. Your credit card will NOT BE CHARGED as the trials are free and we do NOT retain the customer's credit card information.

One Trial Account Per Customer of the Same Trial

Our system will automatically detects a user who re-orders the same trial after the original trial expires; therefore, the user is unable to re-activate another trial account of the same trial product or service. The user would at that point need to purchase the paid product or service of the same trial.

Misuse of the Trials

Any misuse of any of our trials will result in immediate cancelation of the customer's free trial and banning of the customer from using our products and services. Misuse is determined by the following:

- Spamming our server
- Pornographic (child or adult)
- Hate related content
- Hacking related activity
- Obsessive downloading/uploading to the trial account.

Customer Affiliate Program

The login credentials given by our system to our affiliates after they register are the responsibility of the affiliates. It is agreed that these logins are intellectual property of the affiliate and Light Touch Technologies. The given credentials are NOT to be distributed to any third parties.

The registered affiliate agrees to not resell the products and services of Light Touch Technologies. Reselling services will be coming soon in our "Reseller Program". The Customer Affiliate is a representative "front line" of Light Touch Technologies. Affiliates are not employees of Light Touch Technologies; thereby income taxation is the responsibility of the affiliate. The affiliate will receive a "paid statement" along with their weekly pay.

Compensation

Each Affiliate will receive pay for their sales every 7 days starting from the anniversary of their registration date. They will be paid by using the following methods:

- e-Transfer
- PayPal Account
- Load Account into their Customer Account Portal. This is useful when the affiliate will be purchasing a product or service from Light Touch Technologies.

Since the email is the used in paying our affiliates, it is the responsibility of the affiliate to keep their contact information correct in their Customer Account Panel.

The affiliates receive via email an account statement weekly along with their pay.

Terms of Business

The agreement between Light Touch Technologies and the affiliate is as such:

- The affiliate directs customers to our website where the customer purchases their product or service. The affiliate is given a unique personal affiliate code that is used in order for our system to determine who is the affiliate when a sale is performed online.
- Light Touch Technologies agrees to pay each affiliate who directs the customer to the company website and the customer through the affiliate purchases a product or service. The guaranteed customer purchase MUST happen before the affiliate receives any money.

30 Day Money Back Guarantee

If for any reason you are not satisfied with our services or products, you can receive a full refund of your purchase within 30 days of original purchase. We strongly feel that you will be satisfied with our customer support, services and products.

- **Renewal of services:** Those customers for web hosting or SEO/Webmaster do not qualify for this refund. If they wish to cancel web hosting or SEO/Webmaster service, they must cancel NO LATER than 7 days prior to their hosting plan renewal date.
- **New web design customers:** These customers do qualify for 30 day money back guarantee within 30 days of their website being completed and invoice already paid; however, the original 20% deposit prior to design is no-refundable.
- **Graphic design customers without web design:** Once the customer's graphic design is completed and sent to the customer via digital format. It then becomes their property and in their possession. The 30 day money back guarantee will NOT apply as the customer has already received the digital product and we are unable to reclaim it. We will not be able to prevent "Asset Theft" as if the customer gets their money back and still owns full rights to that product and uses it.

We are very confident that you will be very satisfied with your purchases from Light Touch Technologies. Historically, our refund rate occurrence is extremely low. We can not always satisfy every customer; however, our business goal is to have all of our customers satisfied with every service and product we offer.

Intellectual Property

The Service and its original content, features and functionality are and will remain the exclusive property of Light Touch Technologies and its licensors.

Links to Other Web Sites

Our Service may contain links to third-party web sites or services that are not owned or controlled by Light Touch Technologies.

Light Touch Technologies has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that Light Touch Technologies shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

Termination

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service.

All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

Denial of Service

We reserve the right to deny service to anyone who wishes to do business with Light Touch Technologies if the nature of their website is online adult and child pornography, racism content, hate, hacking sites, warez sites, illegal activity demonstrated, illustrated, written or implied, Any relation to Internet Black Market or known as Black Web. We exercise this right 100% of denial of service to these individuals.

Governing Law

These Terms shall be governed and construed in accordance with the laws of Canada without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

Changes to Terms and Conditions

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

Contact Us

If you have any questions about these Terms, please visit our [Customer Care Support](#) page.