



## Terms & Conditions of Website Use

Please read these terms and conditions carefully before using this website.

### What's in these terms?

These terms tell you the rules for using our website - [www.renthappily.co.uk](http://www.renthappily.co.uk)

### Who we are and how to contact us

Our website is owned and operated by rent Happily Limited (RentHappily, we, us or our). Rent Happily is a limited company registered in England and Wales under company number 11118125 and we have our registered office at:

23 Westfield Park,  
Redland,  
Bristol BS6 6LT

To contact us, please telephone our customer service line on 0117 321 0503 or use the Contact Us page on our website.

We may monitor and record our calls and emails, so we can find out where we need to improve and check we're keeping to our normal practises and procedures.

### Acceptance of these terms

By using our website, you confirm that you accept these terms of use and that you agree to comply with them. If you don't accept the terms, don't use our website. We recommend that you print a copy of these terms for future reference. There are other terms that may apply to you and your use of our website:

Our [Privacy Policy](#), which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our website, you consent to such processing and you warrant that all data provided by you is accurate.

Our [Cookie Policy](#), which sets out information about the cookies on our website, included within the Privacy Policy.

You are responsible for ensuring that anyone who access our website through your internet connection are aware of these terms of use, the Privacy Policy and Cookie Policy and any other applicable terms and conditions, and that they comply with them.

If you contract any product or services from us, our terms and conditions of business will apply. You must read these - if there's any conflict between them and these terms of use, the former will prevail.

### Changes to these terms

We may make changes to these terms from time to time. Every time you wish to use our website, please check these terms to make sure you understand the terms that apply at that time.

We last updated these terms and conditions on 31st September 2019.

### Changes, suspension or withdrawal of our website

We may update and change our website from time to time. We do not guarantee that our website, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our website for business and operational reasons.

### Our website is only for users in the UK

Our website is directed to people residing in the United Kingdom. We do not represent that content available on or through our website is appropriate for use or available in any other locations.

### Safety of your account details

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party. Don't share it with anyone, including our agents, and never write it down.

We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in

our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us by telephone on 0117 321 0503 or via the Contact Us page on our website.

We've got the right to cancel or delete your account if you've:

- Set up more than one account for the same service.
- Given us an invalid email address.
- Not used your account for 12 months.

## Products and services on our website

There may be details of products and services that we provide on our website. None of the information on this website is an offer to sell (or buy) anything. We can't guarantee that any of the products or services will be available.

We may change the prices and details of the products, services and offers on our website. These changes won't affect any agreements that you already have with us unless your contract specifically says we're allowed to make changes.

## How you may use material on our website

Our website is made available free of charge for your personal use. If you use it for a business purpose we may charge you.

We are the owner or the licensee of all intellectual property rights in our website, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our website for your personal use and you may draw the attention of others to content posted on our website.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our website must always be acknowledged.

You must not use any part of the content on our website for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our website in breach of these terms of use, your right to use our website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

## Rules about linking to our website

You may link to our website, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our website in any website that is not owned by you. Our website must not be framed on any other website. We reserve the right to withdraw linking permission without notice.

## We are not responsible for websites we link to

Our website contains links to other websites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those websites or resources.

## We are not responsible for viruses and you must not introduce them

We do not guarantee that our website will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access our website. You should use your own virus protection software. You must not misuse our website by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our website, the server on which our website is stored or any server, computer or database connected to our website.

You must not attack our website via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a

breach, your right to use our website will cease immediately.

## The information on our website is for reference only

The information on this website isn't advice – financial or otherwise. You must not rely on it when you're making investment decisions or contract any financial services.

We provide the website to you in good faith and you accept that the information shown is provided "as is" without guarantees, conditions or warranties as to its accuracy. Use of our website is at your own risk and you're wholly responsible for decisions that you make as a result of information you read. You agree that you'll only use our website for lawful purposes and not in a way that breaches applicable local, national or international laws or regulations (for example, using it to cause nuisance, annoyance or inconvenience, or to transmit, or procure the sending of unsolicited or unauthorised advertising or promotional material).

## Our responsibility for loss or damage suffered by you

We exclude all implied conditions, warranties, representations or other terms that may apply to our website or any content on it.

We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

- use of, or inability to use, our website; or
- use of or reliance on any content displayed on our website.

In particular, we will not be liable for:

- loss of profits, sales, business, or revenue;
- loss of anticipated savings;
- business interruption;
- loss of business opportunity, goodwill or reputation; or
- any indirect or consequential loss or damage.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

Different limitations and exclusions of liability will apply to liability arising as a result of the supply of any products to you, which will be set out in our terms and conditions of business.

Please note that we only provide our website for domestic and private use. You agree not to use our website for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

If defective digital content that we have supplied, damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation.

## Which country's laws apply to any disputes?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction.

If you are a business, these terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.