

TERMS AND CONDITIONS

Effective Date: 01 October 2024

INTRODUCTION

Welcome to FloSure (**“we,” “our,” “us”**). We are a leading provider of innovative leak prevention technology based in Northern Ireland. By accessing or using our website located at flosure.co.uk (**the “Site”**), you agree to comply with and be bound by these Terms and Conditions (**the “Terms”**). Please read these Terms carefully. If you do not agree with these Terms, please do not use our Site.

SERVICE DESCRIPTION

FloSure provides state-of-the-art leak prevention technology and services designed to safeguard homes and businesses from the costly impact of water leaks. Our primary offering is the Grohe Sense Guard Water Controller, an advanced system that detects water leaks and automatically shuts off the mains water supply to prevent significant damage.

INSTALLATION AND SUPPORT SERVICES

- **INSTALLATION:** We partner with leading insurance brokers to offer and install the Grohe Sense Guard Water Controller. Certified professionals provide installation services to ensure the system is correctly set up and operational.
- **SUPPORT ASSIST PACKAGE:** We offer the Support Assist package to maintain and enhance the performance of your leak detection system. This package includes:
 - Unlimited expert advice
 - Priority scheduling with certified plumbers
 - Annual maintenance reminders

The Support Assist package ensures your system remains reliable and effective, providing ongoing protection and peace of mind.

USE OF THE SITE

- **Eligibility:** You must be at least 13 years old to use our Site. By using our Site, you represent and warrant that you are at least 13 years old.
- **Account Registration:** To access certain features of the Site, you may be required to create an account. You agree to provide accurate, current, and complete information during registration and to update such information to keep it accurate, current, and complete.
- **Account Security:** You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. You agree to notify us immediately of any unauthorised use of your account or any other breach of security.

INTELLECTUAL PROPERTY

- **OWNERSHIP:** All content on the Site, including text, graphics, logos, and images, is the property of FloSure or its licensors and is protected by copyright, trademark, and other intellectual property laws.
- **LICENSE:** Subject to your compliance with these Terms, we grant you a limited, non-exclusive, non-transferable, revocable license to access and use the Site for personal, non-commercial purposes.

USER CONDUCT

By using our Site or services, you agree to abide by the following guidelines:

- **Prohibited Activities:** You agree not to engage in any of the following activities:
 - **ILLEGAL ACTIVITIES:** Using the Site or services for any unlawful purpose or in violation of any applicable laws or regulations.
 - **INTERFERENCE:** Interfering with or disrupting the operation of the Site or services, including by transmitting any harmful code or viruses.
 - **IMPERSONATION:** Impersonating any person or entity or misrepresenting your affiliation with any person or entity.
 - **UNAUTHORISED ACCESS:** Attempting to gain unauthorised access to any portion of the Site, other accounts, or computer systems or networks connected to the Site.

CONTENT SUBMISSION

If you submit content to our Site (e.g., reviews, comments), you grant us a worldwide, royalty-free, non-exclusive, perpetual, and sublicensable license to use, reproduce, modify, and display such content. You are solely responsible for the content you submit and agree not to post any content that:

- **INFRINGES:** Infringes on any intellectual property rights or proprietary rights of others.
- **DEFAMATORY:** Is defamatory, obscene, abusive, or otherwise objectionable.
- **VIOLATE POLICIES:** Violates any applicable policies or guidelines set by FloSure.

INSURANCE DISCOUNTS

Through our partnerships with leading insurance brokers, FloSure offers customers the potential to receive valuable insurance discounts. These discounts are provided based on the installation of the Grohe Sense Guard Water Controller and are subject to the terms and conditions of the respective insurance providers.

- **ELIGIBILITY AND TERMS**

- **ELIGIBILITY:** Discounts are available to customers who meet the eligibility criteria set by the insurance brokers and who have a functional Grohe Sense Guard Water Controller installed.
- **TERMS:** The amount and availability of insurance discounts are determined by the insurance providers and may vary based on your insurance policy, location, and other factors.
- **NO GUARANTEE:** While we strive to provide opportunities for insurance discounts, we do not guarantee the availability or amount of any discount. The final determination and application of discounts are at the discretion of the insurance providers.

DISCLAIMERS

- **SITE AVAILABILITY:** We do not guarantee that the Site will always be available or that it will be free of errors or interruptions. We reserve the right to modify or discontinue the Site or any portion thereof at any time without notice.
- **NO WARRANTY:** The Site and services, including the Grohe Sense Guard Water Controller and Support Assist package, are provided “as is” and “as available” without warranties of any kind. We disclaim all warranties, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

LIMITATION OF LIABILITY

To the fullest extent permitted by law, FloSure shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or data, arising from or related to your use of the Site or services, even if we have been advised of the possibility of such damages.

INDEMNIFICATION

You agree to indemnify, defend, and hold harmless FloSure, its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses **(including reasonable attorneys' fees)** arising out of or related to your use of the Site or services, your violation of these Terms, or your infringement of any rights of another party.

CHANGES TO THESE TERMS

We may update these Terms from time to time. We will notify you of any changes by posting the new Terms on the Site. Your continued use of the Site after any changes constitutes your acceptance of the revised Terms.

GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of Northern Ireland, without regard to its conflict of law principles.

CONTACT US

If you have any questions about these Terms, please contact us at

E: info@flosure.co.uk

FloSure: Protecting Your Property with Precision - Prevent • Detect • Save!