



Terms and Conditions

Effective Date: 09/09/2025

These Terms and Conditions ("Terms") govern your use of the **WorkTech** ("App"), available via the BigCommerce App Marketplace, and the installation services ("Services") provided by **WorkTech** ("we," "us," or "our").

By installing, accessing, or using the App, or by booking installation services through the App, you agree to be bound by these Terms.

1. Definitions

Merchant – The BigCommerce store owner who installs and uses the App.

End User – A customer of the Merchant's store who purchases a product and chooses to add installation services.

Services – Installation services carried out by us for End Users.

We/Us/Our – WorkTech Global Limited (trading as WorkTech), the provider of both the App and the Services.

2. Eligibility and Account Setup

The App may only be used by Merchants with an active BigCommerce store.

Access to the App is only enabled once **WorkTech has created an online account for the Merchant** and issued a **unique User ID and Sub-Category ID(s)**.

The App is **free to download** for Merchants via the BigCommerce App Marketplace.

Merchants must keep login credentials secure and are responsible for all activities under their account.

We may suspend or revoke access if credentials are misused or if the Merchant breaches these Terms.

3. Scope of Services

The App enables End Users to request installation of eligible products purchased from participating Merchants' stores.

We provide the Services directly through our trained staff or authorised contractors.

Service availability depends on the End User's location and scheduling.

4. Merchant Responsibilities

Merchants agree to:

Clearly display installation availability, scope, and pricing in their store.

Ensure product descriptions accurately state whether installation is supported.

Communicate that installation is carried out by us, not the Merchant.

Handle all product-related (non-installation) matters separately.

5. End User Responsibilities

End Users must:

Provide accurate contact, delivery, and access details.

Ensure the product is delivered, complete, and ready for installation.

Provide safe and clear access to the installation area.

Be present (or have a representative available) at the scheduled appointment.

Follow any preparation instructions provided in advance.

6. Service Limitations

We reserve the right to decline or stop installation if:

The product is damaged, incomplete, or incompatible.

The installation site is unsafe or unsuitable.

Necessary permissions, fittings, or utilities are missing.

In such cases, we may reschedule or apply additional charges.

7. Warranty on Labour

All installation work performed by us is covered by a **12-month warranty on labour** from the completion date.

During this period, we will repair or correct any installation faults arising from our workmanship at no additional cost.

This warranty does not cover:

Product defects or failures unrelated to installation.

Damage caused by misuse, neglect, or alterations after installation.

Issues arising from circumstances beyond our reasonable control (e.g., structural problems, faulty electrical wiring, plumbing).

This warranty is in addition to, and does not affect, statutory consumer rights.

8. Liability

We will perform installation with reasonable skill and care.

Our total liability is limited to correcting defective installation, re-performing the Service, or refunding the installation fee.

We are not liable for indirect, incidental, or consequential losses (e.g., lost profits, delays, or reputational harm).

9. Data and Privacy

The App collects and processes End User information required to schedule and perform installation.

We will only use this information for service provision and related purposes, in compliance with applicable privacy laws.

See our **Privacy Policy** for full details.

10. Termination

Merchants may uninstall the App at any time.

End Users may cancel Services in line with our cancellation policy.

We may suspend or terminate access to the App or Services for breach of these Terms.

11. Amendments

We may update these Terms from time to time. The revised Terms will apply from the updated **Effective Date**. Continued use of the App or Services constitutes acceptance of the updated Terms.

12. Governing Law

These Terms are governed by and construed in accordance with the laws of **England**.

Any disputes arising under or in connection with these Terms will be subject to the exclusive jurisdiction of the **courts of England and Wales**.

13. Contact Us

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