**Terms and Conditions**

**1.Introduction**

1.1 Welcome to Results Align. (“we/us”)

This page tells you the terms on which you may use our website https://www.resultsalign.co.uk (“the Site”), whether as registered user or guest. Please read carefully before use. By using the site, you accept the terms and agree to obey them. If you don’t accept them, please don’t use the site.

**2.Who We Are**

2.1 <https://www.resultsalign.co.uk> is operated Results Align trading as Results Align Ltd a UK Limited company registered in England under company number 12571947

2.2 Some important details about us:

2.2.1 Our registered office is at: 21-27 Ock Steet, Abingdon, OX145AJ

2.2.2 Our trading office is at: 21-27 Ock Steet, Abingdon, OX145AJ

2.2.3 Our regulator is: General Chiropractic Council, 44 Wicklow Street, London, WC1X 9HL

2.3 All health advice and/or drafting for new client services are provided through the site is delivered Results Align Ltd which is a UK company registered in England under company number 12571947

2.4 These terms and conditions do not cover any health/Chiropractic services provided by Results Align Ltd. Additional terms of business apply when you use these services or products. Any such additional terms and conditions will be provided to you before you engage Results Align ltd through ‘New Client Intake form’, ‘Report of findings terms, financial and consent’.

2.5 The information of our Intellectual property is NOT intended to replace a one-on-one relationship with a qualified health care professional and are not intended as medical advice.

**3.Use of the Site**

3.1 You have permission for temporary use of the site, non-exclusive use of the site, but we can withdraw or change our service at any time without telling you and without being legally responsible to you. We can also allow anyone else to use the Site and the intellectual property such as our guides, reports, blog etc that we make available on the Site.

3.2 You must treat all identification codes, passwords and other security information as confidential. If we think you have failed to keep confidentiality, we are allowed to disable any security information (including your passwords and codes).

3.3 You are not allowed to modify, duplicate, copy or create derivative work from any part of our site including frame, republish, downloads, displays, distribute, or transmit.

3.4 You are not allowed to attempt any reverse engineer or otherwise reduce to human-perceivable form all or any part of our site.

3.5 You agree to follow our acceptable use policy

3.6 You are not allowed to transfer, assign, license, sell, rent, distribute, display, disclose or otherwise commercially exploit, or otherwise make the site and/or any Intellectual property on the side available to any third party other than those you have invited on the site or to distribute to your social circle for personal use, who have accepted these terms of website use.

3.7 You are responsible for configuring your own computer and software to access our software and the material on our site. Although we try to protect our Site, we are not responsible for any viruses, bugs or similar problems and you should use your own virus protection software. We don’t give you any warranty that the way we deliver data to you is compatible with your software or with the way your computer is configured.

3.8 If you allow anyone else to use our Site, you must make sure that they read these terms first, and that they follow them.

3.9 Only use the site as allowed by law and these terms. If you don’t, we may suspend your usage, or stop it completely.

3.10 We frequently update the site and make changes to it, but we don’t have to do this, and material on the site may be out-of-date. No material on the site is intended to contain medical advice or otherwise, and you shouldn’t rely on it. We exclude all legal responsibility and costs for reliance placed on the site by anyone. Please note in particular that we do not store credit card details this is done so through Stripe on a third party software on our online booking through ‘Stripe’ that is fully encrypted and protected.

3.11 We follow our privacy policy in handling information about you. You can read our policy at Privacy Policy. By using the site, you agree to us handling this information and confirm that data you provide is accurate.

3.12 We also use cookies. You can read information about cookies and how we use them in our Cookie Policy.

3.13  If you order goods or services from us through the site, your order will take place under our Terms of Business, which you can read at Terms of Business.

**4.Intellectual Property Rights**

We are the owner or licensee of all intellectual property rights in the site (for example the copyright and any rights in the designs) and in any of the material posted on it. They are protected by copyright.

You are allowed to print one copy and download extracts of any page on the site for your personal reference, but not for commercial use without a licence from us. You must not alter anything, or use any illustrations, video, audio or photographs separately from the text that goes with them.

If you breach these terms, you lose your right to use our site, and must destroy or return any copies you have made.

**5.Free chiropractic consultation**

5.1 A free 10 minutes initial strategy session chiropractic consultation is available to some customers as stated in the offers contained within the website which we will procure is provided by via one of the chiropractors operating within Results Align Ltd.

5.2 Where customers are eligible for a free initial chiropractic consultation, each 10 minute unit of advice can only be used for separate health issues. It is not possible to combine the 10 minute units of consultation and use them on one matter.

5.3 You agree with us and also for the benefit of any person who works for us or whether as an employee, consultant, self-employed contractor, or in any other capacity (a ‘Connected Person’)] that the initial 10 minutes chiropractic consultation does not constitute medical advice.

**6.Our Legal Responsibility to You**

6.1 We do not guarantee the accuracy of material on our site and you are responsible for the use to which you put material, articles, and documents that you access on our site.  As far as legally possible, we exclude legal responsibility for the following: Any loss to you arising from use of our site. whether from tort, contract, negligence or otherwise (examples of such loss being: loss of income, profit, business, data, contracts, goodwill, savings, pure economic loss, indirect or consequential loss, costs, damages and expenses). As stated the information on our site is NOT intended to replace a one-on-one relationship with a qualified health care professional and are not intended as medical advice.
6.2 We also exclude, as far as legally possible, all terms and warranties or promises implied by law or by statutes.
6.3 Although we try to make the site available 24 hours a day, seven days a week, (except for planned maintenance and required unscheduled maintenance) we do not warrant that your use of the Site and/or the Site Software will be uninterrupted or error-free; and we are not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and you acknowledge that the Site may be subject to limitations, delays and other problems inherent in the use of such communications facilities.
6.4 We don’t exclude legal responsibility for death or personal injury owing to our negligence, or legal responsibility for fraud or fraudulent misrepresentation, or for anything else where exclusion is not allowed by the law.
6.5 We will try to make sure that customer data is stored securely and backed-up. If we lose or damage it we will try to restore it. But if it is lost or damaged by a third party, we are not responsible to you unless they cause the loss or damage when working on it for us.
6.6 We will not provide our services for longer than the period that you have purchased them for.
6.7 You agree that the limitations on liability contained in this paragraph 6 are reasonable. You also agree that any limitations on liability in this paragraph 6 apply to you and also to any person or company associated with you.

7.Uploading to our Site
7.1 If you contact other users of our site or upload material to it, you must follow our acceptable use policy, which sets out standards for usage. You can read this policy at Acceptable Use policy. You agree to reimburse us for any costs or expenses we incur as a result of any breach of this term.
7.2 Material or information that you upload will be regarded as confidential and owned by us. This means that we can use it for marketing purposes, analysis, comparison and medical records if you become a client. You agree that if anyone else claims to own the material, or says that it breaches their rights, we can give them your identity.

We won’t be legally responsible to anybody for the accuracy of material that you upload to the site, and we can remove it at any time if we think it doesn’t follow our acceptable use policy.

**8.Computer Offences**
8.1 If you do anything which is a criminal offence under a law called the Computer Misuse Act 1990, your right to use the site will end straightaway. We will report you to the relevant authorities and give them your identity.
8.2 Examples of computer misuse include introducing viruses, worms, Trojans and other technologically harmful or damaging material.
8.3 You mustn’t try to get access to our site or server or any connected database or make any ‘attack’ on the site. We won’t be legally responsible to you for any damage from viruses or other harmful material that you pick up via our site.

**9. Refund Policy**
9.1 If you pay our fee for a new client and we do not make the new client time available to you, we will refund the fee.
9.2 In the event that for any reason you are unhappy with the services or adjustments sessions you receive, please let us know and we will be more than happy to refund that session.
9.3 If you already paid for a certain number of sessions upfront and wish to discontinue your care for any reason, any sessions already received will be calculated at the normal non-discounted price and the remaining balance will be refunded to you. Please allow for 7 days for the refund to be processed.

**10.Confidentiality and Conflicts**

10.1 We have the following confidentiality obligations to you: We will treat all information you provide to us and about matters dealt with by us (other than information which is in the public domain) as confidential. We will not disclose any confidential information to any third party, except with your written consent or if necessary or customary in the normal performance of our services (e.g. passing it to other professionals and consultants assisting us or you with your matter) or if required or permitted by law or any regulatory authority to which we are subject.
10.2 We reserve the right to use external service providers for document reproduction or scanning as long as they are bound by appropriate obligations to maintain the confidentiality of the information
10.3 Unless you instruct us otherwise in writing, we are entitled to state in promotional material and tender documents that we worked for you generally or on a particular health/chiropractic matter or matters as long as we do not otherwise break our duty of confidentiality to you.
10.3 Your confidentiality obligations are: You will treat all information we give you (other than information which is in the public domain) as confidential.
10.4 You will not disclose that confidential information to any other person, unless we have given our written consent or as required or permitted by law or any regulatory authority to which you are subject.

**11.Complaints**
11.1 We are committed to providing a high quality service. To maintain this commitment we operate a formal complaints procedure, a copy of which is available on request.
If you have any questions or a complaint about the service provided by us please contact
support@resultsalign.co.uk to make your complaint or speak to our Admin manager who will assist you with your complaint.

**12.Complaints**we may change these terms from time to time and you must check them for changes because they are binding on you.

**13.Links to Our Site**
13.1 You are allowed to make a legal link to our website’s homepage from your website if the content on your site meets the standards of our acceptable use policy. We can end this permission at any time. You musn’t suggest any endorsement by us or association with us unless we agree in writing.

**14.Links From Our Site**
14.1 Links from our site to other sites are only for information. We don’t accept responsibility for other sites or any loss you suffer from using them.

**15.Variation**
We change these terms from time to time and you must check them for changes because they are binding on you.

**16.Applicable Law**
16.1 The Parties will use their best efforts to negotiate in good faith and settle any dispute that may arise out of or relate to this Agreement or any breach of it.
16.2 If any such dispute cannot be settled amicably through ordinary negotiations between the Parties, or either or both is or are unwilling to engage in this process, either Party may propose to the other in writing that structured negotiations be entered into with the assistance of a fully accredited mediator before resorting to litigation.
16.3 If the Parties are unable to agree upon a mediator, or if the mediator agreed upon is unable or unwilling to act and an alternative mediator cannot be agreed, any party may within 14 days of the date of knowledge of either event apply to appoint a mediator.
16.4 Within 14 days of the appointment of the mediator (either by mutual agreement of the Parties), the Parties will meet with the mediator to agree the procedure to be adopted for the mediation, unless otherwise agreed between the parties and the mediator.
16.5 All negotiations connected with the relevant dispute(s) will be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.
16.6 If the Parties agree on a resolution of the dispute at mediation, the agreement shall be reduced to writing and, once signed by the duly authorised representatives of both Parties, shall be final and binding on them.
16.7 If the Parties fail to resolve the dispute(s) within 60 days (or such longer term as may be agreed between the Parties) of the mediator being appointed, or if either Party withdraws from the mediation procedure, then either Party may exercise any right to seek a remedy through arbitration by an arbitrator.
16.8 Any dispute shall not affect the Parties’ ongoing obligations under the Agreement.
16.9 The English courts have the only right to hear claims related to our site, and all disputes are governed by English law. If any part of these terms is held to be invalid or unenforceable, the remaining terms will continue in full force and effect.

13.Contact Us

Please email us at support@resultsalign.co.uk to contact us about any issues.

Our nominated representative Louise Edwards

HEALTH &INJURY ADVICE DISCLAIMER

The information in our articles and website are NOT intended to replace a one-on-one relationship with a quality health care professional and are not intended as medical advice. We make every effort to ensure that we accurately represent the injury and health advice and prognosis displayed throughout this site. However, examples of health challenges and injuries, their prognosis are based on typical representations of those injuries and health challenges that we commonly see in our chiropractic centers. The information given is not intended as representations of every individual’s potential injury or health challenge. As with any injury, each person’s symptoms can vary widely and each person’s recovery from injury or health challenge can also vary depending upon background, genetics, previous medical history, application of exercises, posture, motivation to follow Chiropractic advice and various other physical, mental, emotional and environmental factors. It is impossible to give a 100% complete accurate diagnosis and prognosis without a thorough physical examination and likewise the advice given for management of an injury or health challenge cannot be deemed fully accurate in the absence of this examination from one of the Registered Chiropractors at Results Align Ltd. We are able to offer you this service at a standard charge. Significant injury and health risk is possible if you do not follow due diligence and seek suitable professional advice about your injury or health challenge. No guarantees of specific results are expressly made or implied on this web site.