

Blisslearning.com Terms of Use - Version 1.1

1. Introduction

This is agreement in binding the Blisslearning.com user and the owners of Blisslearning.com. "We" indicates both parties, "You" means the member or user of Blisslearning.com.

You acknowledge and agree that this website, including but not limited to the source code, the structure, organization, including the methodology in its entirety and each part of it, are proprietary of the owners of Blisslearning.com and its partners and that they retain exclusive ownership of all right, title and interest in including the Software, Methodology, Documentation and Trademarks. Furthermore the details of the database's structure and content contained in it as well as the software code are the exclusive right of the owners of Blisslearning.com and its partners, who retain all sui generis rights.

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All rights of any kind in the Software and the Lesson content, are entirely and exclusively reserved to the owners of Blisslearning.com and its partners.

2. Product Purchase Terms & Conditions

Our promise

The owners of Blisslearning.com and its partners will use all reasonable care and skill in providing the services you order under this agreement, but we do not guarantee any results of the services. Any decisions you make after receipt of our services, are your own and you remain wholly responsible to follow instructions set out on the website.

2.1 Customer Support and Service

If you require any assistance please email us at Support@Blisslearning.com

2.2 Availability

We try to be online continuously, however this isn't always possible. For instance, during maintenance purposes, we may be required to block access for short periods of time. We will endeavour to email members beforehand of the disruption, should it become unavoidable.

2.3 Limitations of use

Whereas each language bouquet should be completed in 14 Days, however, members who have purchased a full language programme are entitled to a maximum of 5 accesses to each language bouquet within a 6-month period. Partial viewing will count as a full viewing. It is the client's responsibility to ensure that their Internet connection speed is sufficient to stream the audio files. We recommend a connection of a minimum of 2MB/s to optimise the learning experience.

2.4 Refund policy.

Unfortunately, we cannot provide refunds once the language lessons have been heard either in part or in full. We endeavour to provide you with a good experience to the best of our abilities; the rest depends on your consistent use as prescribed by us. To assist you with your buying decision, we have created a free sample lesson for you, which follows the same methodology as the main lessons.

In exceptional circumstances please email us at Support@Blisslearning.com.

3. General Terms & Conditions

3.1 Ownership & quality of information

Legal and beneficial title to all intellectual property rights existing in all documentation, data, know-how, methods and concepts, used or developed by us in providing the services, shall, as between you and us, belong to and remain vested in us.

All conditions or warranties (whether expressed or implied by statute or common law or arising from conduct or a previous course of dealing or trade custom or usage or otherwise) as to the quality of the materials we supply or their fitness for a particular purpose (even if that purpose is made known expressly or by implication by us) are expressly excluded.

In the event that, in your opinion, the quality of specific content does not reach an acceptable standard, you must email us at Support@Blisslearning.com, so we may attend to it.

3.2 Privacy policy

We take your privacy seriously. In general, we use the personal information that we collect from you to identify personal preferences and match your needs with relevant products, and process any orders that you may make through our website.

Note: This policy only applies to websites hosted at and comprising part of the www.blisslearning.com service and not to the companies, individuals, organisations or other websites to which there are links.

3.3 General issues

This agreement is the entire agreement between us and supersedes any previous agreement between us relating to any services we provide, unless mutually agreed in writing. We, the parties, mutually agree that by entering into this agreement, neither of us has relied on, and is not able to have any remedy, for any statement, promise, representation or understanding (whether it is made negligently or innocently) or any entity other than is expressly promised in this agreement. The only remedy available for breach of the promises in this agreement is for breach of contract. Nothing in this paragraph attempts to limit or exclude any liability for fraud.

We mutually agree that each provision of this agreement is severable and distinct from any other. If any part of this agreement is found to be illegal, invalid or unenforceable in whole or in part, both parties agree that the legality, validity and enforceability of the remainder of the agreement is not affected.

No terms of this agreement are intended for the benefit of any third party, except where expressly stated in this agreement, and we mutually agree that it is not intended that the terms of this agreement should be enforceable by a third party under the Contracts (Rights of Third Parties) Act 1999. If you choose to make an order, these Terms and Conditions only apply to that order and not to any future orders.

With the exceptions of the free trial lessons, language lessons cannot be accessed until full payment has been confirmed.

3.4 Consent

Your use of this website signifies your consent to us collecting and using personal information about you as specified below in accordance with this Policy. Should we choose to change our Policy for any reason; the changes will be posted here, so that you are always kept informed of how we collect and use your personal information, and when we may disclose it.

If you are already a Blisslearning.com member, this policy will be applied subject to any particular imitations or choices you made as part of the membership application procedure.

How do we collect information about you and how is it used?

1. Your email address, once confirmed, together with your password will be linked to your purchases of language programmes. Each lesson bouquet contains a set of lessons in a new language taught in your preferred (home) language.
2. We will collect information about your preferences both from our website usage and by the analysis of customer traffic, including the use of cookies.
3. Your financial information will be entered and held by accredited payment institutions such as Paypal.com. We will have no access to or interest in such information, except that your payment has been made.

3.5 Data

When you place an order, all personal data provided to us will be used in accordance with data protection laws and our privacy policy.

3.6 Usage data

We may use aggregate statistics about our sales, clients, traffic patterns and other site information to optimise user experience and marketing.

3.7 How do we protect your information?

The owners of Blisslearning.com have strict security procedures covering the storage and disclosure of your information in order to prevent unauthorised access and to comply with the Data Protection Act 1998. This means that sometimes we may ask you for proof of identity before disclosing any personal information to you. The owners of Blisslearning.com do not store or capture any of your card and or payment details.

3.8 Cookies

A cookie is a piece of information that is stored on your computer's hard drive by your web browser. On revisiting this site our computer server will recognise the cookie, giving us information about your last visit. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use all features of our website.

4. Customer feedback and complaints.

We welcome your questions and comments about privacy issues and the design of our website. Should you have such comments or have a complaint about how we are using your personal data, please send an email to support@blisslearning.com

WE ARE VIGILANT IN OUR EFFORTS TO CREATE AND MAINTAIN AN ERROR-FREE LANGUAGE LEARNING PROCESSES.

HOWEVER, SHOULD YOU FIND INADVERTENT ERRORS WE BESEECH YOU TO INFORM US. NOTWITHSTANDING, THIS WEBSITE AND THE INFORMATION AND ANY CONTENT CONTAINED HEREIN ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. WITHOUT LIMITATION OF THE FOREGOING, BLISSLEARNING AND ITS AFFILIATES, SUBSIDIARIES, AGENTS AND THEIR RESPECTIVE EMPLOYEES, CONTRACTORS, DIRECTORS, OFFICERS, AND SHAREHOLDERS, SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES, INCLUDING, BUT NOT LIMITED TO:

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