

Sale and Cancellation Policy

1. Purpose:

This document's purpose is to establish the General Sales and Returns Conditions for licenses sold through the btConnect application.

2. Identification of the parties:

The general sales conditions described below (hereinafter, General Sales Conditions) exclusively govern the contractual relationships between you, a user acquiring a license through the btConnect application, and the vendor, who is **JCM Technologies, S.A.**, (hereinafter, JCM), a company headquartered at Costa d'en Paratge 6B 08500 – Vic (Barcelona) Spain with Tax ID Code A08827974, registered at the Commercial Register of Barcelona, Volume 20.824, Sheet 36, Page B-12.779 and that you may contact via email at info@jcm-tech.com.

3. Placing your order:

It is an essential requirement that you be of legal age to place a purchase on the btConnect application.

It is an essential requirement that, when registering, you provide your email address, name, Tax ID Number, post address and telephone number.

We will use the email address to send you an invoice for your purchase, which will include your Tax ID Number and postal address. This invoice proves that the entire process was conducted correctly and that you can use the purchased service.

We will only use your phone number if we need to contact you for something related to the application, and only exceptionally.

4. Prices

The prices for licenses include VAT, which is broken down on the invoice.

The price that appears when placing the purchase is shown with taxes included. The price must be totally paid when placing the order.

JCM reserves the right to modify sales prices in the application at any time, but they will be invoiced based on the rates in force at the moment the purchase is placed.

5. Payment

You may pay for your orders with the following methods:

- Payment with credit or debit card. We reserve the right to NOT accept certain payments with certain credit cards.
- Payment with PayPal account.
- Google Pay
- Apple Pay

JCM reserves the right to change payment methods. It may create new ones or eliminate ones in existence, and you may not file any claims on these grounds.

The payment is made ONLINE, meaning in real time, through the corresponding financial institution's payment platform, once it is confirmed that the information is correct.

In order to provide the utmost security for the payment system, we use secure payment systems from top-rate financial institutions in e-commerce.

In this regard, the confidential payment data are directly sent and encrypted (SSL) to the pertinent financial institution. The SSL encryption system that we use provides total security when sending data online. Your data are entirely confidential and protected.

Credit card data are not registered in any of our databases. They are only used at the virtual POS (Point of Sale Terminal) of our financial institution, through the Secure Payment Gateway.

Credit cards are subject to verifications and authorizations from the institution that issues them, but if this institution does not authorise payment, we shall not be held liable for failure to deliver and will be unable to enter into any kind of contact with you.

JCM reserves the right to verify the personal data you supply and to take the measures we deem appropriate (including cancelling the order) if these data are incorrect.

6. Return policy

If in the days following purchase of the product you decide that you are dissatisfied with what you have purchased, please send an email to admin@jcm-tech.com with the Subject: "btConnect license return," explaining the reasons for your dissatisfaction and the price of your license will be returned to you as soon as possible.

The money shall be returned via the same payment method used to pay for the purchase.

Exempt are rights recognised by legislation in force.

7. Warranty for the purchased license

The btConnect application is provided as-is and JCM shall attempt, with all its resources, to make it operational and functional at all times, but it is not exempt from failures and errors that may be attributable to JCM or a third party, necessary for the operation of the application.

Periodically, JCM shall provide new versions of the application where possible errors will be resolved, or new functions shall be added. You must keep the application updated.

8. Liability and exemption from liability

JCM's liability regarding any license purchased on the btConnect application shall, in any event, be strictly limited to the purchase price of said license and shall not be liable for simple errors or omissions that may occur when all precautions necessary have been taken in presenting the licenses.

JCM shall not be held liable for damages, of any nature, both material and immaterial or bodily in nature, that may arise from inappropriate function or use of the products related to the application.

JCM shall not be held liable by a client or third party for indirect damages, operational losses or loss of profit occurring in any medium, even if said damage, loss or harm was foreseeable by JCM or if it were aware of its possibility.

In accordance with the paragraphs above, JCM's liability pursuant to these general conditions shall not exceed the amount equal to the amounts paid after the transaction from which said liability arises, regardless of the cause or form of the action in question.

JCM shall not be held liable for failure to fulfil the contract entered into in the event that the service is unavailable, in the event of force majeure, if the activity is interrupted or in the event of total or partial strike, and especially, in the event that the online services offered by third parties used by the application crash.

Provisions in this clause shall not affect your legally recognised rights as a consumer, nor your right to withdraw from the contract.

In the event of dispute, the client may first address info@jcm-tech.com to reach a friendly resolution.

These General Conditions are governed by Spanish Law. At their choice, the parties submit to the courts and tribunals of Vic to resolve conflicts and waive any other jurisdiction.

9. Privacy Policy

Your data shall be processed with the utmost care, as described in the btConnect application's privacy policy.