

Terms & Conditions

This agreement applies as between you, the User of this Website and Electrical Engineering Portal PR, the owner(s) of this Website. Your agreement to comply with and be bound by Clauses 1, 2, 4 – 11 and 15 – 25 of these Terms and Conditions is deemed to occur upon your first use of the Website. Clauses 3 and 12 – 14 apply only to the sale of Services.

If you do not agree to be bound by these Terms and Conditions, you should stop using the Website immediately.

No part of this Website is intended to constitute a contractual offer capable of acceptance. Your order constitutes a contractual offer and Our acceptance of that offer is deemed to occur upon Our sending a confirmation email to you indicating that your order has been accepted.

1. Definitions and Interpretation

In this Agreement the following terms shall have the following meanings:

- **“Account”**: means collectively the personal information, Payment Information and credentials used by Users to access Paid Content and / or any communications System on the Website;
- **“Content”**: means any text, graphics, images, audio, video, software, data compilations and any other form of information capable of being stored in a computer that appears on or forms part of this Website;
- **“Facilities”**: means collectively any online facilities, tools, services or information that Electrical Engineering Portal PR makes available through the Website either now or in the future;
- **“Services”**: means the services available to you through this Website, specifically use of the Electrical Engineering Portal PR proprietary e-learning platform;
- **“Payment Information”**: means any details required for the purchase of Services from this Website. This includes, but is not limited to, credit / debit card numbers, bank account numbers and sort codes;
- **“Premises”**: Means Our place(s) of business located at Kralja Petra I Karadjordjevica 85, 23330 Nova Pazova, Serbia;
- **“System”**: means any online communications infrastructure that Electrical Engineering Portal PR makes available through the Website either now or in the future. This includes, but is not limited to, web-based email, message boards, live chat facilities and email links;
- **“User” / “Users”**: means any third party that accesses the Website and is not employed by Electrical Engineering Portal PR and acting in the course of their employment;
- **“Website”**: means the website that you are currently using (electrical-engineering-portal.com) and any sub-domains of this site (e.g. subdomain.electrical-engineering-portal.com) unless expressly excluded by their own terms and conditions; and

- **“We/Us/Our”**: means Electrical Engineering Portal PR, a company incorporated with the Registrar of Companies for Serbia with Company registration Number 63357235, Kralja Petra I Karadjordjevica 85, 23330 Nova Pazova, Serbia.

2. Age Restrictions

Persons under the age of 18 should use this Website only with the supervision of an Adult. Payment Information must be provided by or with the permission of an Adult.

3. Business Customers

These Terms and Conditions also apply to customers procuring Services in the course of business.

4. Intellectual Property

- **4.1** Subject to the exceptions in Clause 5 of these Terms and Conditions, all Content included on the Website, unless uploaded by Users, including, but not limited to, text, graphics, logos, icons, images, sound clips, video clips, data compilations, page layout, underlying code and software is the property of Electrical Engineering Portal PR, Our affiliates or other relevant third parties. By continuing to use the Website you acknowledge that such material is protected by applicable Serbia and International intellectual property and other laws.
- **4.2** Subject to Clause 6 you may not reproduce, copy, distribute, store or in any other fashion re-use material from the Website unless otherwise indicated on the Website or unless given Our express written permission to do so.

5. Third Party Intellectual Property

- **5.1** Unless otherwise expressly indicated, all Intellectual Property rights including, but not limited to, Copyright and Trademarks, in product images and descriptions belong to the manufacturers or distributors of such products as may be applicable.
- **5.2** Subject to Clause 6 you may not reproduce, copy, distribute, store or in any other fashion re-use such material unless otherwise indicated on the Website or unless given express written permission to do so by the relevant manufacturer or supplier.

6. Fair Use of Intellectual Property

Material from the Website may not be re-used without written permission where any of the exceptions detailed in Chapter III of the Copyright Designs and Patents Act 1988 apply.

7. Links to Other Websites

This Website may contain links to other sites. Unless expressly stated, these sites are not under the control of Electrical Engineering Portal PR or that of Our affiliates. We assume no responsibility for the content of such websites and disclaim liability for any and all forms of loss or damage arising out of the use of them.

The inclusion of a link to another site on this Website does not imply any endorsement of the sites themselves or of those in control of them.

8. Links to this Website

Those wishing to place a link to this Website on other sites may do so only to the home page of the site electrical-engineering-portal.com and our subdomain academy.electrical-engineering-portal.com without Our prior permission. Deep linking (i.e. links to specific pages within the site) requires Our express written permission.

To find out more please contact Us by email at office@electrical-engineering-portal.com or call us in the following number: +381 63 1044703.

9. Use of Communications Facilities

- **9.1** When using any System on the Website you should do so in accordance with the following rules. Failure to comply with these rules may result in your Account being suspended or closed:
 - **9.1.1** You must not use obscene or vulgar language;
 - **9.1.2** You must not submit Content that is unlawful or otherwise objectionable. This includes, but is not limited to, Content that is abusive, threatening, harassing, defamatory, ageist, sexist or racist;
 - **9.1.3** You must not submit Content that is intended to promote or incite violence;
 - **9.1.4** It is advised that submissions are made using the English language as We may be unable to respond to enquiries submitted in any other languages;
 - **9.1.5** The means by which you identify yourself must not violate these Terms and Conditions or any applicable laws;
 - **9.1.6** You must not impersonate other people, particularly employees and representatives of Electrical Engineering Portal PR or Our affiliates; and
 - **9.1.7** You must not use Our System for unauthorised mass-communication such as “spam” or “junk mail”.
- **9.2** You acknowledge that Electrical Engineering Portal PR reserves the right to monitor any and all communications made to Us or using Our System.
- **9.3** You acknowledge that Electrical Engineering Portal PR may retain copies of any and all communications made to Us or using Our System.
- **9.4** You acknowledge that any information you send to Us through Our System may be modified by Us in any way and you hereby waive your moral right to be identified as the author of such information. Any restrictions you may wish to place upon Our use of such information must be

communicated to Us in advance and We reserve the right to reject such terms and associated information.

10. Accounts

- **10.1** In order to procure Premium Membership Services on this Website and to use certain other parts of the System, you are required to create an Account which will contain certain personal details and Payment Information which may vary based upon your use of the Website as We may not require payment information until you wish to make a purchase. By continuing to use this Website you represent and warrant that:
 - **10.1.1** all information you submit is accurate and truthful;
 - **10.1.2** you have permission to submit Payment Information where permission may be required; and
 - **10.1.3** you will keep this information accurate and up-to-date. Your creation of an Account is further affirmation of your representation and warranty.
- **10.2** It is recommended that you do not share your Account details, particularly your username and password. We accept no liability for any losses or damages incurred as a result of your Account details being shared by you. If you use a shared computer, it is recommended that you do not save your Account details in your internet browser.
- **10.3** If you have reason to believe that your Account details have been obtained by another person without consent, you should contact Us immediately to suspend your Account and cancel any unauthorised orders or payments that may be pending. Please be aware that orders or payments can only be cancelled up until provision of Services has commenced. In the event that an unauthorised provision commences prior to your notifying Us of the unauthorised nature of the order or payment then you shall be charged for the period from the commencement of the provision of services until the date you notified us and may be charged for a billing cycle of one month.
- **10.4** When choosing your username you are required to adhere to the terms set out above in Clause 9. Any failure to do so could result in the suspension and/or deletion of your Account.

11. Termination and Cancellation of Accounts

- **11.1** Either Electrical Engineering Portal PR or you may terminate your Account. If We terminate your Account, you will be notified by email and an explanation for the termination will be provided. Notwithstanding the foregoing, We reserve the right to terminate without giving reasons.
- **11.2** If We terminate your Account, any current or pending orders or payments on your Account will be cancelled and provision of Services will not commence.

12. Services, Pricing and Availability

- **12.1** Whilst every effort has been made to ensure that all general descriptions of Services available from Electrical Engineering Portal PR correspond to the actual Services that will be provided to you, We are not responsible for any variations from these descriptions as the exact nature of the Services

may vary depending on your individual requirements and circumstances. This does not exclude Our liability for mistakes due to negligence on Our part and refers only to variations of the correct Services, not different Services altogether. Please refer to sub-Clause 13.8 for incorrect Services.

- **12.2** Where appropriate, you may be required to select the required Plan of Services.
- **12.3** We neither represent nor warrant that such Services will be available at all times and cannot necessarily confirm availability until confirming your Order. Availability indications are not provided on the Website.
- **12.4** All pricing information on the Website is correct at the time of going online. We reserve the right to change prices and alter or remove any special offers from time to time and as necessary.
- **12.5** In the event that prices are changed during the period between an order being placed for Services and Us processing that order and taking payment, then the price that was valid at the time of the order shall be used.
- **12.6** All prices on the Website do not include VAT. In accordance with HM Revenue & Customs VAT Notice 700/1 (February 2014) and supplements thereof, Electrical Engineering Portal PR is not yet liable for VAT and therefore not VAT registered and does not possess a VAT number.

13. Orders and Provision of Premium Membership Services

- **13.1** No part of this Website constitutes a contractual offer capable of acceptance. Your order constitutes a contractual offer that We may, at Our sole discretion, accept. Our acceptance is indicated by Us sending to you an order confirmation email. Only once We have sent you an order confirmation email will there be a binding contract between Electrical Engineering Portal PR and you.
- **13.2** Order confirmations under sub-Clause 13.1 will be sent to you before the Services begin and shall contain the following information:
 - 13.2.1 Confirmation of the Services ordered including full details of the main characteristics of those Services;
 - 13.2.2 Fully itemised pricing for the Services ordered including, where appropriate, taxes, delivery and other additional charges;
 - 13.2.3 Relevant times and dates for the provision of the Services;
 - 13.2.4 User credentials and relevant information for accessing those services.
- **13.3** If We, for any reason, do not accept your order, no payment shall be taken under normal circumstances. In any event, any sums paid by you in relation to that order will be refunded within 14 calendar days.
- **13.4** Payment for the Services shall be taken via your chosen payment method, immediately for any setup fee that corresponds to the service plan you purchased and at the same day of each subsequent month (“billing cycle”) for charges accrued during the previous month (“billing cycle”) AND/OR as indicated in the order confirmation you received.
- **13.5** We aim to fulfill your Order within 2-3 working days or if not, within a reasonable period following your Order, unless there are exceptional circumstances. If we cannot fulfill your Order within a reasonable period, we will inform you at the time you place the Order by a note on the relevant web page or by contacting you directly after you place your Order. Time is not of the essence of the Contract, which means we will aim to fulfill your Order within any agreed timescales but this is not an essential term of the Contract and we will not be liable to you if we do not do so. If the Services are to begin within 14 calendar days of Our acceptance of your order, at your express request, you will be required to expressly acknowledge that your statutory cancellation rights, detailed below in Clause 14, will be affected.

- **13.6** EEP shall use all Our reasonable endeavours to provide the Services with reasonable skill and care, commensurate with best trade practice.
- **13.7** In the event that Services are provided that are not in conformity with your order and thus incorrect, you should contact Us immediately to inform Us of the mistake. We will ensure that any necessary corrections are made within five (5) working days.

Additional terms and conditions may apply to the provision of certain Services. You will be asked to read and confirm your acceptance of any such terms and conditions when completing your Order.

14. Cancellation and Refund Policy

We want you to be completely satisfied with the Courses you purchase from Electrical Engineering Portal PR. If you need to speak to us about your Order, then please contact customer care on +381 63 1044 703, or by email at office /AT/ electrical-engineering-portal.com or write to us at our address (see section 1 above).

We firmly believe in and stand behind our Video Courses 100%, but we understand that it cannot work perfectly for everyone all of the time. If you would like to request a refund, please send us an email (office /AT/ electrical-engineering-portal.com) with subject “Refund Request”. When requesting a refund, we respectfully ask that you meet the following refund policy conditions:

Eligibility conditions for a refund request:

- You have an issue that we are unable to resolve which makes the system unusable. We may ask you questions regarding the nature of your refund request so we can improve our courses. If your issue(s) comes from not being able to watch the courses properly, we will happily consider your refund request. You have contacted our support team and allowed us to attempt to resolve your issue(s), or have explained why video courses will not work for you.
- Please note, technical issues caused by 3rd party web browser addons or other software will not provide grounds for a refund.
- Refunds will be offered at our sole discretion. By purchasing premium membership plan or video courses from our site, you agree to this refund policy and relinquish any rights to subject it to any questions, judgment or legal actions. We are not liable to cover any differences in exchange rates between the time you purchased and the time you are refunded.

15. Privacy

Use of the Website is also governed by Our Privacy Policy (<https://electrical-engineering-portal.com/privacy-policy>) which is incorporated into these Terms and Conditions by this reference. To view the Privacy Policy, please click on the link above.

16. How We Use Your Personal Information (Data Protection)

- **16.1** All personal information that We may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

- **16.2** We may use your personal information to:
 - 16.2.1 Provide Our Services to you;
 - 16.2.2 Process your payment for the Services; and
 - 16.2.3 Inform you of new products and services. You may request that We stop sending you this information at any time.
- **16.3** In certain circumstances (if, for example, you wish to purchase Services on credit), and with your consent, We may pass your personal information on to credit reference agencies. These agencies are also bound by the Data Protection Act 1998 and should use and hold your personal information accordingly.
- **16.4** We will not pass on your personal information to any other third parties without first obtaining your express permission.

17. Disclaimers

- **17.1** We make no warranty or representation that the Website will meet your requirements, that it will be of satisfactory quality, that it will be fit for a particular purpose, that it will not infringe the rights of third parties, that it will be compatible with all systems, that it will be secure and that all information provided will be accurate. We make no guarantee of any specific results from the use of our Service or Services.
- **17.2** No part of this Website is intended to constitute advice and the Content of this Website should not be relied upon when making any decisions or taking any action of any kind.
- **17.3** No part of this Website is intended to constitute a contractual offer capable of acceptance.
- **17.4** Whilst We use reasonable endeavours to ensure that the Website is secure and free of errors, viruses and other malware, you are strongly advised to take responsibility for your own internet security, that of your personal details and your computers.

18. Changes to the Facilities and these Terms and Conditions

We reserve the right to change the Website, its Content or these Terms and Conditions at any time. You will be bound by any changes to the Terms and Conditions from the first time you use the Website following the changes. If We are required to make any changes to these Terms and Conditions by law, these changes will apply automatically to any orders currently pending in addition to any orders placed by you in the future.

19. Availability of the Website

- **19.1** The Website is provided “as is” and on an “as available” basis. Electrical Engineering Portal PR uses industry best practices to provide a high uptime, including a fault-tolerant architecture hosted in cloud servers. We give no warranty that the Website or Facilities will be free of defects and / or faults and we do not provide any kind of refund for outages. We provide no warranties (express or implied) of fitness for a particular purpose, accuracy of information, compatibility and satisfactory quality.
- **19.2** We accept no liability for any disruption or non-availability of the Website resulting from external causes including, but not limited to, ISP equipment failure, host equipment failure,

communications network failure, power failure, natural events, acts of war or legal restrictions and censorship.

20. No Waiver

In the event that any party to these Terms and Conditions fails to exercise any right or remedy contained herein, this shall not be construed as a waiver of that right or remedy.

21. Previous Terms and Conditions

In the event of any conflict between these Terms and Conditions and any prior versions thereof, the provisions of these Terms and Conditions shall prevail unless it is expressly stated otherwise.

22. Third Party Rights

Nothing in these Terms and Conditions shall confer any rights upon any third party. The agreement created by these Terms and Conditions is between you and Electrical Engineering Portal PR.

23. Communications

- **23.1** All notices / communications shall be given to Us either by post to Our Premises (see address above) or by email to office /AT/ electrical-engineering-portal.com. Such notice will be deemed received 3 days after posting if sent by first class post, the day of sending if the email is received in full on a business day and on the next business day if the email is sent on a weekend or public holiday.
- **23.2** We may from time to time, if you opt to receive it, send you information about Our products and/or services. If you do not wish to receive such information, please click on the 'Unsubscribe' link in any email which you receive from Us.

24. Law and Jurisdiction

These Terms and Conditions and the relationship between you and Electrical Engineering Portal PR shall be governed by and construed in accordance with the Law of Serbia and Electrical Engineering Portal PR and you agree to submit to the exclusive jurisdiction of the Court of Serbia.