

1. Introduction

These Terms & Conditions (“Terms”) govern your use of the self-service drawing sign-off process provided by Trovex Limited (“Trovex”, “we”, “us” or “our”). By completing and submitting your drawing via the Hygipod IPS Designer, you (“you” or “Customer”) agree to be bound by these Terms.

2. Definitions

- **Designer:** the online Hygipod IPS drawing tool hosted at Trovex.com.
- **Drawing:** the digital file(s) you create, preview and/or submit via the Designer.
- **Signed-Off drawing:** a Drawing that you have expressly approved via the Designer’s sign-off workflow and then emailed to Trovex.
- **Signed PDF:** the digitally-signed, A4-landscape PDF version of your Signed-Off Drawing, which Trovex will use for quotation and manufacturing.
- **Quotation:** the price offer Trovex issues, based on your Signed-Off Drawing(s).
- **Project:** the internal job record created by Trovex once a Quotation is issued.

3. Order Process and Sign-Off

1. **Drafting:** You use the Designer to configure and preview your Hygipod IPS Drawing.
2. **Customer Review:** It is your sole responsibility to review all dimensions, specifications, spellings, and other inputs for accuracy before sign-off.
3. **Sign-Off Confirmation:** Once satisfied, you must complete the on-screen sign-off steps and email the Signed-Off Drawing(s) to hello@trovex.com.
4. **Signed PDF Delivery:** After sign-off, Trovex will generate a digitally-signed A4-landscape PDF (“Signed PDF”) of your Drawing. This Signed PDF will form the official basis for your Quotation and for all subsequent manufacturing.

4. Quotation, Project Creation, Payment Terms & Commencement of Production

1. **Quotation Delivery:** Upon receipt of your Signed PDF, Trovex will issue a Quotation covering those Drawing(s) and any others you have submitted.
2. **Project Creation:** Once the Quotation is issued, a Project will be created in Trovex’s internal systems and delivery dates based on the urgency level you selected in the Designer will be assigned.

3. **Delay Impact:** Any delay in accepting the Quotation, or in requesting further amendments, may affect the scheduled production timeline and could result in revised (later) delivery dates.
4. **Quotation Validity:** All Quotations are valid for 30 days from the date of issue unless otherwise stated.
5. **Payment Terms:** Production will only commence once you have:
 - Accepted the Quotation in writing; and
 - Settled any required deposit or full payment, or agreed alternative payment terms.
6. **Commencement of Production:** Upon confirmation of payment or agreed terms, Trovex will schedule your Project for production. No work begins prior to this stage.

5. User Responsibility

- You warrant that all inputs (including text, dimensions, colours, placement, and urgency selection) are correct and meet your requirements.
- Trovex shall not be liable for any errors, omissions, or misinterpretations arising from your input.
- If you require proof or hard-copy drafts before production, you must request these in writing prior to sign-off.

6. Limitation of Liability

- **No Liability for User Errors:** Trovex shall not be responsible for correcting or for any costs arising from mistakes you have introduced during the design or sign-off process.
- **Indirect Losses:** To the fullest extent permitted by law, Trovex's total liability for any claim arising out of or in connection with these Terms, whether in contract, tort (including negligence), or otherwise, shall not exceed the total amount paid by you for the order giving rise to the claim.

7. Intellectual Property

- All intellectual property rights in the Designer and any templates or software remain with Trovex.
- You retain ownership of your original content; by submitting it you grant Trovex a perpetual, worldwide, royalty-free license to use it for purposes of Project fulfilment.

8. Indemnification

You agree to indemnify, defend and hold harmless Trovex and its officers, directors, employees and agents from and against any and all claims, liabilities, damages, losses or expenses (including reasonable legal fees) arising out of or in connection with:

- your use of the Designer;
- any content you submit; or
- any breach of these Terms by you.

9. Amendments

Trovex may revise these Terms from time to time. Any changes will take effect upon posting on Trovex.com. Your continued use of the Designer after posting constitutes acceptance of the updated Terms.

10. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of England and Wales. Any dispute arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the English courts.

11. Contact Information

If you have any questions about these Terms, the sign-off process, Quotation, Project timelines or payment, please contact us at:

Trovex Limited

Email: hello@trovex.com

Phone: +44 (0) 1707 254 170