**Terms and Conditions – OurPreNup**

Welcome to our website, OurPreNup.co.uk (the "Site"). By purchasing services from us, either through the Site or as a result of interacting with us, you agree to be bound by the following terms and conditions ("Terms"). Please review these Terms carefully prior to placing any orders, as they outline your legal rights and responsibilities, as well as ours.

**Key Information**

By placing an order, you confirm that you are at least 18 years of age and currently reside in the United Kingdom. You must agree to these Terms before making a purchase.

You are solely responsible for how you use and customise the nuptial agreement(s) (“Agreement(s)”) we provide. You acknowledge that we do not offer legal advice as defined by the Legal Services Act, and our staff are not practising solicitors or barristers.

We do not assume responsibility for verifying your identity, understanding, mental capacity, or the appropriateness of the Agreement(s) for your intended use.

**1. Company Details**

We are SignNup Ltd, trading under the name OurPreNup, registered in England and Wales (Company No. 16074328). Our registered office address is 85 Portland Street, London, W1W 7LT.

**2. How to Get in Touch**

You may contact us via email at [Adel@OurPreNup.co.uk](mailto:Adel@OurPreNup.co.uk)

**3. Understanding These Terms**

References to "we", "us", or "our" refer to OurPreNup. "You" and "your" refer to any individual placing an order.

We may revise these Terms occasionally. However, the version in effect at the time of your order submission will govern that transaction.

Please retain a copy of these Terms and any related emails. These Terms are provided only in English.

If any part of these Terms is found to be invalid or unenforceable, it will be removed without affecting the remainder.

**4. Placing Orders**

An "order" means a request to receive our services.

Before ordering, ensure the services meet your needs. It is your responsibility to confirm their suitability. We do not provide legal advice in this regard.

You’ll need to create an account on our Site, using a valid email address and a secure password. The accuracy of the information you provide is your responsibility. See our Privacy Policy for details on how we use your personal data.

Please check your order carefully before submission.

We may decline orders for various reasons, such as age or residency restrictions, payment issues, or pricing errors. If we’ve already taken payment but cannot fulfil your order, a refund will be issued within 14 days.

**5. Service Availability**

All services are subject to availability. In cases where services become unavailable, for example, due to legal changes, we may cancel your order and issue a refund for any unprovided services.

**6. Changing Your Order**

If you need to amend your order after submission, contact us promptly. We’ll let you know if the change is possible.

**7. Delivering Our Services**

Service descriptions can be found on the Site. Any timelines we give are estimates and rely on your cooperation.

You must participate in a video or phone consultation with an independent legal adviser, arranged by us. If you do not attend or provide necessary information, we are not liable for delays or failures in service delivery.

You may seek additional legal advice independently at any time.

Engagement with an external legal adviser will be governed by their own terms, separate from ours.

You must complete your legal consultation within 12 months of order acceptance. Failure to do so may forfeit your entitlement to service or refund, at our discretion. Missing or being late for legal appointments may incur additional fees.

If services are delayed due to events outside our control, we’ll inform you and offer the option to wait or cancel with a refund for any unrendered services.

Agreements are for personal, non-commercial use. You may make limited changes such as names, addresses, and financial details. Any other modifications must be pre-approved or advised by your legal representative.

You may not share, resell, or adapt our Agreement(s) for anyone else's benefit.

Agreements are intended for use in England and Wales and are provided in English. You accept the potential complexities in including foreign assets.

We’ll make the Agreement(s) downloadable. If you encounter issues, we’ll supply replacements within 14 days.

**8. Pricing**

All prices are listed in GBP and include VAT unless otherwise stated. Prices may change at any time, but changes won’t affect confirmed orders.

In case of pricing errors, we’ll contact you to confirm whether you wish to proceed at the correct price or cancel.

Extra services may incur additional charges, with separate terms provided in advance.

**9. Payment**

We accept most major debit/credit cards and online payment methods. Payment in full is required at checkout.

**10. Cancelling Your Order**

You may cancel your order within 14 days of payment.

If you have already had your legal consultation you’ll be charged proportionally for any work completed.

To cancel, email [Adel@OurPreNup.co.uk](mailto:Adel@OurPreNup.co.uk). Refunds will be issued within 14 days and made via your original payment method.

**11. If Something Goes Wrong**

We are committed to delivering services with reasonable skill and care.

If we fall short, you’re entitled to request a re-performance or a refund, depending on the situation. This is in addition to your statutory rights.

For help, visit Citizens Advice (<https://www.citizensadvice.org.uk>) or call 0808 223 1133.

**12. Events Outside Our Control**

We are not responsible for failures caused by circumstances we couldn’t reasonably foresee or prevent.

**13. Limitation of Liability**

If we breach these Terms or act negligently, we are liable only for losses that were foreseeable at the time of contract formation.

We do not accept liability for indirect, incidental, or business-related losses.

Nothing excludes liability for death, personal injury caused by negligence, fraud, or any matter which cannot legally be excluded.

**14. Website Use & Intellectual Property**

Use of our Site must comply with these Terms and our Website Disclaimer.

You must not disrupt or interfere with our systems, hack into our services, or use the Site in a way that imposes an unreasonable load.

All intellectual property rights, including copyright, in our Site and Agreement(s) remain with us. You may only use them as expressly permitted in these Terms.

Website content does not constitute legal advice. We do not guarantee its completeness or relevance to your specific circumstances.

We do not guarantee uninterrupted availability of the Site.

Links to third-party websites are provided for convenience. We are not responsible for their content or security.

**15. Your Personal Data**

We handle your data in accordance with our Privacy Policy, which explains how we collect, use, and store your information.

**16. Third-Party Rights**

No one other than you or us can enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

**17. Assignment**

We may assign our rights under these Terms to another business. You must not transfer your rights without our written consent.

**18. Complaints**

If you’re dissatisfied with our service, please contact [adel@OurPreNup.co.uk](mailto:adel@OurPreNup.co.uk).

Complaints about your legal adviser’s conduct may be directed to the relevant regulator, such as the Bar Standards Board or the Solicitors Regulation Authority.

**19. Governing Law**

These Terms are governed by English and Welsh law. Any legal disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.