

Terms of Service

Effective as from 26 April 2018

Welcome to ISL Online!

This page contains a legal framework for the use of ISL Online's websites, products and services (collectively called "ISL Online software"), consisting of Terms of Service, Privacy Policy, License Agreement, Service Level Agreement (SLA), Refund Policy, and Cookies Policy. Before using the ISL Online software, you should be aware of the content of all the documents mentioned above.

"ISL Online" or "We" or "Our" refers to the ISL Online Headquarters or our affiliated companies (subsidiaries). Please see the [Imprint](#) for details.

1. Purpose of Business

The main purpose of the ISL Online software is to allow IT professionals and helpdesk technicians («Operator») to establish remote desktop sessions over the Internet for their business purposes, i.e. to provide technical support to their customers («Client») remotely or to access unattended remote computers.

2. Privacy

We respect your privacy. When you engage with us, we might need to collect, process and store some of your personal data. We strive to minimize the collection of your personal data. We will use your personal information in a fair way - only to the extent needed for our legitimate business purpose. Please read our [Privacy Policy](#) for details.

3. License Agreement

Before using or purchasing the ISL Online software, be sure to read and accept the [License Agreement \(LA\)](#). By accepting these Terms of Service you also agree to our [License Agreement \(LA\)](#).

4. Service Level Agreement (SLA)

ISL Online is committed to providing prompt and reliable services. Please refer to the [Service Level Agreement \(SLA\)](#) for details.

5. Price

For pricing details on the ISL Online software please see our [Pricelist](#).

6. Currency

We are selling the ISL Online software to users from all around the world. A payment currency depends on the country where an individual or a legal business entity buying a license has a registered address (“Country of Purchase”).

Country	Currency
Andorra, Austria, Bosnia and Herzegovina, Belgium, Bulgaria, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Gibraltar, Greenland, Greece, Croatia, Hungary, Ireland, Iceland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Monaco, Republic of Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Sweden, Slovenia, Slovakia, San Marino, Turkey, Vatican City	EUR
Brazil	BRL
Japan	JYP
Mexico	MXN
Switzerland	CHF
United Kingdom	GBP
Rest of the World	USD

7. Tax

If you purchase or order the ISL Online software, you agree to pay the applicable fees and taxes such as sales tax, VAT, withholding tax, and any other applicable taxes that may be imposed by relevant jurisdiction. If you are exempt from paying any taxes, you must provide us with appropriate evidence of tax exemption. Taxes are calculated on the basis of the billing information that you provide at the time of purchase or order.

8. Online Payments

You are welcome to use our [Online Shop](#) to purchase the ISL Online software by credit card or PayPal. You will need to log in to your ISL Online account and will be guided by our Shopping Wizard. Depending upon the chosen online payment method, you may be required to fill in payment information.

In case an online payment is completed successfully, this will be regarded as a "Purchase". Your ISL Online software will be shipped electronically. You will receive an Activation Key for your purchased item and instructions on how to activate the product by e-mail, on the e-mail address provided in the Shopping Wizard.

Online payments are collected by the ISL Online Headquarters or other legal entities authorized by the ISL Online Headquarters to collect online payments depending on your Country of Purchase.

a) Customers based in the USA and Canada

Seller:

ISL Online North America
Remote Control Software Distribution LLC
2105 Northwest Blvd.
Newton, NC 28658
USA

b) Customers based in the United Kingdom

Seller:

ISL Online UK
ISL Online Ltd.
22 Basepoint Business Centre
Rivermead Drive, Westlea
Swindon, Wiltshire
SN5 7EX, UK
VAT ID: GB942657990
Reg. Number: 06581089

c) Worldwide customers

Seller:

ISL Online Headquarters
XLAB d.o.o.
Pot za Brdom 100
1000 Ljubljana
Slovenia
VAT ID: SI15779092
Reg. Number: 1639714

For online payments that are (for any reason) not placed to a) or b).

When you make an online payment for the ISL Online software by credit card, your card information will be processed by either [WorldPay](#) or [Braintree](#) (depending on your Country of Purchase). These two companies are processing credit card orders on behalf of ISL Online.

All credit card transactions are encrypted for your protection. Our site uses Secure Sockets Layer (SSL) to ensure your transaction is safe. Please make sure all the SSL security features are turned on in your browser's preferences or options. You can tell that the page is protected if the URL displayed in the location bar begins with "https:". If you should have any further questions regarding your credit card charge, please [contact us](#).

9. Bank/Wire Transfer

You may decide to wire the money via bank transfer. Your order will be processed within 24 hours (on the business days) after the payment is received. Please note that you may be charged fees for international bank transfers. Please [contact us](#) for bank account information.

10. Authorized Partners

[Authorized Partners](#) are distributors and resellers who assist us in performing certain customer care functions such as marketing activities, sales, customer support and similar business activities on our behalf. You are welcome to place a purchase order for the ISL Online software with one of our [Authorized Partners](#). Such purchase orders will be processed within 48 hours after the payment is received.

11. Ordering by Phone, Fax or Email

You are welcome to place your purchase order by phone, fax or email. You will be provided with payment and other details. However, your order will be processed when the payment is received. Please [contact us](#) for details.

12. Invoice

When your purchase is successfully completed, you will receive a copy of your invoice within 2 business days.

13. Refund Policy

If you determine that the ISL Online software does not work as expected, we recommend you either contact us to arrange a refund (if you purchased the product directly from us within the past 15 days) or follow the refund policy of the Authorized Partner from whom you purchased the ISL Online software. Please see our [Refund Policy](#) for details.

14. Modifications

We reserve the right to change or supplement these Terms of Service at any time. Any changes will be posted on this website along with the date when they become effective. We urge you to monitor this website to stay abreast of any changes. In the event that the modifications materially alter your rights or obligations thereunder, we will make our best efforts to notify you of the change. Your continued use of our products and services after the revised Terms of Service have become effective indicates that you have read, understood and agreed to the current version of these Terms of Service.

15. Imprint

Producer:

ISL Online Headquarters

XLAB d.o.o
Pot za Brdom 100
SI-1000 Ljubljana
Slovenia
VAT ID: SI15779092
Reg. Number: 1639714
support@islonline.com
+386 1 2447760

Companies affiliated with us - subsidiaries whose controlling interest is owned by us:

ISL Online DACH

ISL Online DACH GmbH
Aargauerstrasse 250
CH-8048 Zürich
Reg. Number: CHE-305.215.248
+41 (0)62 724 13 60

GERMAN OFFICE:
ISL Online DACH GmbH
Schumannstrasse 27
D-60325 Frankfurt am Main
+49 695 050 27 20 6

verkauf@islonline.com

ISL Online UK

ISL Online Ltd.
22 Basepoint Business Centre
Rivermead Drive, Westlea
Swindon, Wiltshire
SN5 7EX, UK
VAT ID: GB942657990
Reg. Number: 06581089

sales@islonline.com
+44 1793 608 737

See the list of [Authorized Partners](#) - our distributors and resellers who assist us in performing certain customer care functions such as marketing activities, sales, customer support and similar business activities on our behalf.

Thank you for reading our Terms of Service. We hope you enjoy the ISL Online Software.