



Sequentur Website Terms of Service

Effective Date: 11-December-2024

Welcome to the Sequentur website (the "Site"). By accessing or using this Site, you agree to the terms outlined below. If you do not agree with these terms, please do not use our Site or services.

Use of the Site

Sequentur provides this Site to share information about our services with clients and the general public, answer questions via live chat, and at times assist clients through features like support ticket submissions and remote sessions. You agree to use the Site only for its intended purposes and in compliance with applicable laws and regulations.

Accountability for Your Actions

When you interact with the Site, you agree:

- Not to misuse the Site or disrupt its functionality.
- To provide accurate information when submitting a support ticket or engaging in a remote session.
- Not to upload malicious software, spam, or any other harmful content.
- Sequentur reserves the right to terminate access for users who violate these terms.

Third-Party Tools

The Site may include tools or features provided by third-party services, such as live chat or remote session software. By using these tools, you acknowledge and agree to the third-party terms of service and privacy policies. Sequentur is not responsible for the performance or actions of these third-party providers.

Support Ticket and Remote Session Guidelines

- **Support Tickets:** Information provided in support tickets should be clear, accurate, and relevant to the issue you're experiencing. Sequentur will use this information to resolve your concerns effectively.



- **Remote Sessions:** By initiating a remote session, you authorize our team to access your system as necessary to troubleshoot and resolve technical issues. Sequentur takes reasonable precautions to ensure your data's security during remote sessions; however, users are responsible for creating backups and safeguarding sensitive data before the session begins.

Data Security and GDPR Compliance

Sequentur is committed to protecting the information you share with us. While we implement appropriate measures to secure your data, no method of transmission over the internet is 100% secure. By using the Site, you acknowledge and agree to this fact.

If you are located in the European Economic Area (EEA), we process your data in accordance with the General Data Protection Regulation (GDPR). This includes ensuring that your data is handled lawfully, transparently, and securely. For more details about how we collect and use data, please refer to our Privacy Policy.

Limitations of Liability

While we strive to ensure that the Site is accurate and functional, Sequentur cannot guarantee:

- That the Site will always be available or error-free.
- That the Site or its servers are free of viruses or harmful components.

Sequentur is not liable for any damages resulting from your use of the Site or reliance on its content.

Intellectual Property

All content, logos, trademarks, and other materials on this Site are the property of Sequentur or its licensors. You may not reproduce, distribute, or modify any content without prior written permission from Sequentur.

Changes to These Terms

We may update these Terms of Service periodically. Any changes will be effective immediately upon posting to this page. By continuing to use the Site, you accept the revised terms.

Governing Law



These Website Terms of Service are governed by the laws of the State of Florida, located in or for Pinellas County Florida, United States and any disputes or claims shall be resolved in accordance with the laws in this State and County.

Contact Us

If you have questions about these terms, please contact us:

Email: info@sequentur.com

Phone: (800) 593-1913

Address: 50 S. Belcher Road Suite 108, Clearwater, FL 33765