

# Resinaro — Terms of Service (One-Page Summary)

Contact: [help@resinaro.com](mailto:help@resinaro.com)

## What this is

This one-page summary highlights the key points of Resinaro's Terms of Service. It is a quick guide only — the full Terms on our website are the authoritative text. By using Resinaro services you agree to those Terms.

## 1. Services

Resinaro provides practical guidance and support to migrants in the UK (consular help, identity & document support, housing guidance, benefits signposting, translations and community services). Where we introduce third parties (e.g., legal advisers, translators), those introductions are referrals — Resinaro does not control third-party performance.

## 2. Fees & Payment

- Fees are shown clearly before you confirm a booking.
- Payments are processed securely by reputable providers; Resinaro does **not** store full card data.
- Payment terms are set out at point of sale.

## 3. Cancellations & Refunds

Refunds depend on the service and work completed. If Resinaro fails to deliver due to our error we will offer an appropriate remedy (such as a refund or credit). Specific refund rules are provided at booking.

## 4. Eligibility & Commitments

You must provide accurate, current information and any documents reasonably required to deliver the service. Use the services lawfully and do not attempt to misuse or defraud the platform.

## 5. Privacy & Data

We treat personal data carefully and in line with our Privacy Policy. By using our services you consent to reasonable collection, storage and use of personal data as described in the Privacy Policy.

## 6. Safeguarding & Duty of Care

User safety is a priority. If a team member believes someone is at risk of harm we may make a safeguarding referral to relevant statutory agencies. Where possible we will inform you unless doing so would increase risk.

## 7. Limitation of Liability

We provide guidance but cannot guarantee outcomes that depend on third parties (for example consulate decisions). Resinaro's liability is limited to the fullest extent permitted by law; nothing in these Terms excludes liability for death or personal injury caused by our negligence or for fraud.

## 8. Complaints & Disputes

If you are unhappy with our service email [help@resinaro.com](mailto:help@resinaro.com). We aim to acknowledge complaints within three business days. If unresolved, matters may proceed to mediation or the courts as set out in the full Terms.

## 9. Changes to Terms

We may update the Terms; the updated date and version will be posted on the Terms page. Continued use after an update indicates acceptance; material changes may require re-acceptance.