

Terms and Conditions

Strategic Partner in Project Support Services

Expert manpower, equipment rentals, and contracting services. with professionalism and excellence

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1. Introduction and Acceptance

Welcome to the Quantech Solutions Company website. These Terms and Conditions ("**Terms**") govern your access to and use of the website (www.quantechsolutionsksa.com) and any related online services operated by Quantech Solutions Company ("**Quantech**", "**we**", or "**us**"). By accessing our website or using our services, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you should refrain from using our site or services.

These Terms constitute a binding agreement between you (the "**User**" or "**customer**") and Quantech. We recommend you read these Terms carefully. We aim to ensure these Terms are compliant with the applicable laws of the Kingdom of Saudi Arabia, including the Saudi E-Commerce Law and related regulations. Key information about our company, services, and your rights as a customer (such as cancellation and refund rights) are included here as required by Saudi law. If you have any questions about these Terms, please contact us using the information in the **Contact Information** section below.

By continuing to use our website or services, you confirm that you are at least 18 years old (or the legal age of majority in your jurisdiction) and legally capable of entering into contracts. If you are using our services on behalf of an organization, you represent that you have the authority to bind that organization to these Terms.

2. Company Information

Quantech Solutions Company is a business incorporated under the laws of Saudi Arabia. For transparency and as required by Saudi regulations, our company details are as follows: -

Company Name: Quantech Solutions Company (referred to as "Quantech" in these Terms). -

Address: Building No 3145, Street Ibrahim Al Jamali, Al Bandariyah, Al Khobar, Saudi Arabia. -

Commercial Registration Number: 2050XXXXXXX (issued in Saudi Arabia). ("XXXX" denotes digits to be provided.) - **Contact Email:** info@quantechsolutionsksa.com - **Contact Phone:**

[+966-530907409]

We may update our contact information from time to time; however, we will ensure that our website displays our current address and contact details, as required by the E-Commerce Law.

You can use the above contact information for any inquiries or customer service needs.



3. Scope of Services and Use of the Website

Quantech provides integrated services including manpower supply, equipment rental, civil engineering services, and IT solutions in Saudi Arabia ("**Services**"). The content on our website is provided for general information about our Services and to enable potential customers to request or arrange services with us.

By using this website, you agree to use it only for legitimate purposes and in accordance with these Terms. You may not use the site in any manner that is unlawful, infringes on anyone's rights, or interferes with the site's normal operation or security. Specifically, you agree not to: - Violate any applicable laws or regulations through your use of the site or services. - Submit false or misleading information via our contact or service request forms. - Attempt to gain unauthorized access to any portion of the site or to our systems, or introduce any malicious software (viruses, trojans, etc.). - Use any automated means (such as bots or scrapers) to access or copy content from the site without our permission. - Engage in any activity that could disable, overburden, or impair the website (such as a denial-of-service attack).

We reserve the right to suspend or terminate your access to the site if you violate these acceptable use conditions or any other provision of these Terms.

The website may display information about our Services, including descriptions, images, and possibly client testimonials or case studies. While we strive for accuracy, any descriptive materials are provided for informational purposes and not as guarantees. The actual terms of any service we provide to you will be as set out in a separate contract or confirmed order (see **Orders and Contract Formation** below).

4. Orders and Contract Formation

Invitations and Quotes: The information on our website regarding services (such as manpower categories, equipment details, or project offerings) is an invitation for you to inquire or request services. It is not a binding offer that you can simply accept. To initiate an order or service request, you will typically need to contact us (for example, by submitting a request form or calling us) and provide details of your requirements.

Formation of Contract: A binding contract for our Services is formed only when there is a clear agreement between you and Quantech. In most cases, this will occur when we provide you with a written proposal or service agreement and you accept it (for instance, by signing a contract or providing a written acceptance), or when we issue an invoice or order confirmation in response to your request and you accept the terms of that invoice/confirmation. We will communicate to you the steps needed to conclude the contract, including any signatures or payment required. The contract may be concluded electronically (e.g., via email agreement or an electronic signature) or in person, depending on the situation.

If you place an order or request via our website or email, we will acknowledge receipt of your request as soon as possible. This acknowledgment is not yet an acceptance of your order, but a confirmation that we have received it. We reserve the right to accept or reject a service request after evaluating factors such as resource availability, scope, and compliance with any legal requirements. If we cannot fulfill your request, we will inform you and no contract will be formed.

Customer's Obligation to Provide Information: You must ensure that all information you provide to us when placing an order or inquiry (such as specifications of manpower needed, equipment requirements, dates, and your contact and billing details) is accurate and complete. Before finalizing an order, you will have an opportunity to review and correct any input errors. If you realize there's a mistake in your information after sending a request, please contact us immediately to correct it. Under Saudi E-Commerce Law, customers have the right to correct

any errors in the data they provide during an electronic transaction within a specified period.
We will work with you to rectify any mistakes in your order details.



5. Pricing and Payment

We believe in transparent pricing. When we provide you with a quote or list prices for our Services:

Price Components: Our prices will include all relevant charges for the service. If applicable, we will separately detail any additional fees, taxes (e.g., VAT), or delivery charges. The total price for the service, including any related costs, will be clearly communicated to you before you confirm your order.

Currency: Prices are typically quoted in Saudi Riyals (SAR), unless we agree otherwise. Payments must be made in the currency stated on the invoice or agreement.

Payment Terms: We will inform you of the payment schedule and methods when negotiating the contract. For example, some services may require an upfront deposit with the balance due upon completion, while others might be billed in milestones or after delivery. Acceptable payment methods may include bank transfer, credit card, or other methods as communicated. You are responsible for providing payment by the due date indicated. In case of late payment, we may charge statutory late fees or interest as permitted by Saudi law.

Invoices: After confirming a service order, we will issue an invoice or contract that itemizes the cost of the purchase of the services, any taxes, and any additional costs related to delivery (if any). The invoice will also show the date and time of delivery/performance (or project completion), and any other details required by law or our agreement. We comply with Saudi regulations in invoicing, including providing proper tax information.

Tax: If VAT or any other tax applies to the transaction, it will be included in the price or noted separately on the invoice, in accordance with Saudi tax regulations.

Disputes on Charges: If you believe there is an error in an invoice or have an issue with a charge, you must contact us promptly so we can review and, if necessary, correct it.

We reserve the right to adjust prices in the future (for example, due to changes in labor or equipment costs), but once a contract is formed, the agreed price will remain effective for that contract unless both parties agree to a change (or unless the scope of work changes requiring a re-quote).



6. Delivery of Services

Service Delivery and Performance: We will perform the contracted services in accordance with the terms agreed with you (e.g., as per a statement of work or project timeline). For manpower supply or IT solutions, "delivery" may mean the provision of personnel or completion of a project milestone. For equipment rental, delivery refers to making the equipment available to you at the agreed location and time. We commit to delivering services or products (such as equipment) within the timeline agreed in the contract or order confirmation.

Delays: If we anticipate any difficulty or delay in delivering the service or equipment by the agreed date, we will notify you as soon as possible and inform you of the new expected delivery or completion date. We strive to avoid delays, but sometimes factors beyond our control (such as supply chain issues, delays from subcontractors, or other force majeure events) could impact timing. If a delay occurs due to force majeure or because you requested a change to the service, the agreed timeline may be adjusted by mutual agreement.

Customer's Responsibilities for Delivery: If the service requires your cooperation (for example, access to a site for civil work, or preparatory steps on your IT systems for an IT solution deployment), you should ensure those prerequisites are met so that we can deliver on time. For equipment rental, you may need to provide access for delivery vehicles or appropriate storage space. Any specific responsibilities on your part will be outlined in the contract. Failure to fulfill your obligations could result in delays for which we are not responsible.

Transfer of Risk: Depending on the nature of the service, the risk and responsibility for any equipment or deliverables might transfer to you upon delivery. For instance, once equipment is delivered and handed over in good condition, you become responsible for its care during the rental period. Any such terms will be specified in the rental agreement or service contract (e.g., you may be liable for any damage to equipment while in your possession).

7. Cancellation and Refund Policy

We abide by Saudi Arabian e-commerce consumer protection rules regarding cancellation and refunds. As a customer, you have certain rights to cancel a contract and seek a refund, as well as obligations if you exercise those rights:

- **Cooling-Off Period (Cancellation Without Cause):** For most service contracts or equipment rentals arranged online or through our website, you have the right to cancel the contract within **seven (7) days** from the date of receiving the product (equipment) or from the date of concluding the service contract, whichever is earlier. This right to cancel is without any need to provide a reason (a 'no questions asked' cancellation). However, this cooling-off cancellation right is **conditional**: you must not have used the goods or benefited from the services before cancellation. For example, if we delivered equipment and you have already put it to use, or if our manpower service has already been provided and you have derived benefit from it, the cooling-off cancellation may not apply.
- If you choose to cancel within this period, you must notify us in writing (email is sufficient) before the 7-day period expires. We will then arrange for the cancellation process.
- Upon a valid cancellation, we will refund any payments you have made for the service/product. However, you may be responsible for the direct costs of returning any goods to us (for instance, return shipping for equipment), unless we agree otherwise. We will not impose any additional fees or penalties for the cancellation, except permissible charges for the return or restoration of goods if applicable.
- **Exceptions:** Certain types of services or goods are not subject to the cooling-off period. These include situations where you have already used or benefitted from the service or product, or specific categories under Saudi law (for example, custom-made goods, items that deteriorate quickly, services that have been fully performed with your consent within the 7-day period, etc.). If a transaction falls under an exception to the cooling-off

right, we will inform you in advance. In such cases, you may not be able to cancel without cause or may bear some costs if you do.

- **Cancellation Due to Delay:** In addition to the above, if we delay the delivery or performance of goods or services for more than **fifteen (15) days** beyond the agreed date (and you and we have not mutually agreed to a new date), you have the right to cancel the contract and receive a full refund. This right does not apply if the delay is due to a force majeure event or if you and we have agreed to a revised delivery timeline. We are obligated under the E-Commerce Law to inform you of any anticipated delays, and if such a delay occurs you may choose to cancel and obtain a refund.
- **Faulty or Non-Conforming Services:** If the services or goods we provide are defective, not as described, or fail to meet the terms of our contract, you are entitled to report the issue and request a remedy. Depending on the situation, the remedy may be a correction of the service, a replacement of a faulty product, or a refund. We will work with you to address any legitimate issues promptly, in accordance with Saudi consumer protection laws. Any warranties or specific guarantees for a service (e.g., equipment functionality or project workmanship) will be outlined in your service contract. These are in addition to your statutory rights; for example, if equipment we delivered is faulty, you have the right to have it repaired or replaced or to cancel the rental for a refund, as appropriate.
- **Procedure for Cancellation:** To exercise any cancellation right, please contact us via the contact information in these Terms (email is preferred for a clear record). Please provide your order/contract reference and let us know which right you are exercising (e.g., cooling-off cancellation or cancellation due to delay). We will guide you on the process, including how to return any delivered goods if applicable. Refunds, when due, will be processed as soon as possible and in any case within the timeframe required by law (for instance, within 14 days of your cancellation or of our receipt of returned goods).
- **Effects of Cancellation:** If you cancel a service that has not yet been provided, we will simply confirm the cancellation and you will have no further obligations (and will receive

a refund if you had prepaid). If you cancel after partially receiving services (outside the scope of the cooling-off rule), you may be responsible for payment for the portion of services already performed (unless the reason for cancellation is our breach or delay). If you cancel and return a product, you are responsible for preserving it and returning it in substantially the same condition you received it. We reserve the right to inspect returned items and may reduce the refund to account for any loss in value due to unnecessary handling by you.

Aside from the rights above, if you wish to terminate a service contract early for a reason not covered by a legal right or the contract terms, please discuss with us. We aim to be understanding and may negotiate a fair solution (for example, ending a project by mutual agreement). However, note that in the absence of a legal or contractual right to cancel, charges may apply for early termination.



8. User Obligations and Acceptable Use

When you use our website or engage our services, you have certain responsibilities to ensure a smooth and lawful experience for all parties:

Provide Accurate Information: You agree to provide true, accurate, current, and complete information when interacting with us. Whether you are filling out a contact form, requesting a quote, or entering into a contract, the details you provide must be correct. If information changes (e.g., your contact details or project requirements), you should inform us as soon as possible. False or misleading information can lead to delays, errors in service, or even termination of our engagement.

Compliance with Laws: You must comply with all applicable laws and regulations of Saudi Arabia (and any other jurisdiction that applies to your use of our services) when using our website and services. This includes (but is not limited to) laws relating to consumer protection, data protection, export controls, anti-bribery, and intellectual property. If you are using our services from outside Saudi Arabia, you are responsible for following any local laws in your country to the extent they apply.

Respect Intellectual Property: You should respect our intellectual property rights and those of others. Do not misuse content from our site (see **Intellectual Property Rights** section). Also, if you provide us with materials (for example, a logo to put on a website we develop for you), make sure you have the right to use those materials.

Acceptable Use of Site: As described earlier, you agree not to abuse our website. This means no hacking, no introduction of malicious code, no attempts to bypass security, and no actions that would impair the experience of other users. Additionally, you should not use our site to post or transmit any unlawful, threatening, defamatory, or obscene material or any material that could be considered spam or unsolicited advertising.

Cooperation: You must cooperate with us as needed to facilitate delivery of services. For instance, if we are supplying manpower, you may need to provide site access or orientation for our personnel; if we are doing IT work, you might need to provide required technical information or system access. Timely cooperation helps us deliver on schedule.

Equipment Care: If you rent or borrow equipment from us, you are responsible for using it properly and returning it in the agreed condition. You may be liable for damage caused by misuse or negligence. Follow any instructions or user manuals provided for equipment.

Confidentiality: If in the course of our relationship you receive any confidential information about Quantech or we receive confidential information about your business, both parties agree to keep such information confidential and use it only for its intended purpose. (Note: Specific confidentiality obligations may be detailed in a separate Non-Disclosure Agreement or in your service contract if necessary.)

If you violate any of these obligations or any other provision of these Terms, we may take appropriate action. This could include warning you, restricting your access, terminating services or contracts, and if necessary, taking legal action or seeking remedies under the law. We also reserve the right to report any suspected illegal activities to the relevant authorities.

9. Intellectual Property Rights

All content and materials on the Quantech website, including text, images, graphics, logos, trademarks, icons, and software code (collectively, the "**Site Content**"), are the intellectual property of Quantech Solutions Company or its licensors, unless expressly identified as belonging to someone else. These materials are protected by copyright, trademark, and other intellectual property laws.

- **Quantech Trademarks and Branding:** "Quantech Solutions Company" and our logo are trademarks or service marks owned by us. You are not granted any license or right to use our name, logos, or branding without our prior written consent. All goodwill derived from any authorized use of our trademarks inures to our benefit.
- **Your Permitted Use of Site:** We grant you a limited, revocable license to access and use our website for your personal or internal business purposes (for example, to learn about our services or engage with us). You may print or download materials from the site for informational purposes and personal reference, as long as you do not remove or alter any copyright, trademark, or other proprietary notices. **However, you may not:** (a) modify or create derivative works from the Site Content; (b) distribute, publicly display, or publicly perform the Site Content; (c) use any Site Content for commercial purposes unrelated to evaluating or using our services; or (d) use any data mining, robots, or similar data gathering and extraction tools on the site.
- **Third-Party Content:** If our website contains content that is owned by third parties (for example, client logos, partner links, or a third-party software tool embedded in a page), such content is the property of the respective owners. Your use of that content may be subject to terms provided by those third parties. For instance, if we embed a third-party map or video, you must comply with that third party's usage guidelines. Quantech's inclusion of third-party content or links is not an endorsement and does not grant you any license to use the third party's intellectual property beyond viewing it on our site.

- **Feedback and Submissions:** We welcome feedback and suggestions to improve our services. If you submit ideas, suggestions, or other feedback to us, you agree that we can use, implement, and share them without restriction or compensation to you, and you acknowledge that any intellectual property rights in such submissions automatically belong to Quantech once submitted. (This does not apply to any confidential information you provide us in the course of a project, which we will protect according to our agreements.)
- **Protection of Rights:** We take our intellectual property rights seriously. Unauthorized use of our intellectual property may result in legal action. Likewise, we respect the intellectual property rights of others and expect our users to do the same. If you believe that any content on our site infringes your copyright or other IP rights, please notify us with the relevant details, and we will investigate (and remove the content if appropriate).

In summary, please use our website content only for its intended purposes. You **do not** acquire any ownership rights by using our website or services, aside from rights expressly granted (for example, the right to use a deliverable we create for you under the terms of our contract).

10. Disclaimers of Warranty

Website Availability and Accuracy: Quantech strives to maintain a reliable and informative website, but we do not guarantee that the website (or any content on it) will be available at all times, or that it will be free of errors, typos, or omissions. The site may occasionally be unavailable for maintenance or due to technical issues, and while we try to minimize downtime, we cannot warrant 100% uptime. The content on the site is provided "**as is**" and "**as available**" without any warranty of any kind. This means: - We **do not warrant** that the information on our site is completely error-free, accurate, or current at all times. If we discover an error (such as a mistake in a service description or an outdated piece of information), we will correct it, but we are not liable for inadvertent errors. - We **do not guarantee** that the site will be compatible with your device or that it will be free of viruses or harmful components, although we take reasonable measures to secure our site.

Services and Products: For the services and any products (like rented equipment) that Quantech provides, we stand by our commitment to quality, but the following disclaimers apply to the extent permitted by law: - Except as explicitly stated in a written contract or required by law, we make **no further warranties or guarantees** about the services or goods. For example, if we rent you equipment, we ensure it's in working order at delivery, but we don't guarantee it will meet a specific purpose unless agreed. If we provide IT solutions, we will endeavor to meet specifications, but do not warrant that software will be completely error-free or that third-party systems will not change and affect our solution. - Any **implied warranties** (such as the implied warranties of merchantability, fitness for a particular purpose, and non-infringement) are **disclaimed** to the fullest extent allowed by law. In plain terms, unless a warranty is explicitly provided by us (like a warranty clause in a service contract), we are not offering one. - We do not provide any warranty or guarantee for services or products provided by third parties even if we coordinate them as part of our solution (for example, if we subcontract a portion of work or use third-party software, those third parties are responsible for their warranties, if any).

However, we will reasonably assist you in any interface with third parties involved in our service to you.

No Legal or Professional Advice: Any guidance or content on our website (such as blog posts, articles, or FAQs) is for general informational purposes and is not intended as professional advice (legal, financial, or otherwise) for your specific situation. You should consult appropriate professionals for advice tailored to your circumstances.

Some jurisdictions do not allow the exclusion of certain warranties, so if you are a consumer, certain disclaimers above may not apply to the extent prohibited by law. However, in such cases, our warranties are limited to the minimum extent required by the applicable law.



11. Limitation of Liability

To the fullest extent permitted by applicable law, Quantech Solutions Company and its directors, officers, employees, and agents **shall not be liable** for any indirect, incidental, consequential, special, or punitive damages that result from or relate to your use of our website or services, or from any contract or transaction with us. This limitation applies to any damages or losses, for example: - Loss of profits, loss of revenue, loss of business opportunity or anticipated savings. - Loss of data or damage to systems. - Downtime costs or procurement of substitute services. - Any indirect economic or reputational loss.

These types of losses are excluded whether the claim is based on breach of contract, tort (negligence, etc.), strict liability, or any other legal theory, and even if we have been advised of the possibility of such damages.

Furthermore, **our total liability** to you for any claims arising out of or related to our website, services, or these Terms (whether in contract, tort, or otherwise) is **capped** at the amount you have paid us for the specific service or transaction in question. If the claim is related to your use of the **website (where no payment is made)** or to a period of services exceeding one year, then our liability will be limited to a reasonable sum (for example, if a court assigns liability, it should not exceed what we typically would charge for one year of such service).

The above limitations do **not** apply to: - Liability for death or personal injury caused by our negligence or willful misconduct. - Liability for our fraud or fraudulent misrepresentation. - Any other liability that cannot be excluded or limited under Saudi law (for example, certain statutory liabilities under consumer law may not be waivable).

Your specific service contract with us may include its own limitation of liability clause, which could adjust the above general limitation for that engagement. In case of any conflict, the specific contract's terms would apply to that project or service.

It's important to understand that the allocation of risk in these Terms (with our pricing reflecting these limitations) is a basis of our agreement. We could not feasibly provide services to you at the agreed price if we had to assume unlimited liability.



12. Privacy and Data Protection

Protecting your personal data is very important to us. Our Privacy Policy (summarized above and available in full on our website) explains what data we collect, how we use it, and how we protect it, in compliance with Saudi data protection law (PDPL). By using our website or services, you acknowledge that you have read our Privacy Policy and agree to Quantech's handling of your information as described therein.

Key points include: - We collect only the personal information that we need to perform our services or provide the website functionality (e.g., contact details, project requirements, usage data via cookies, etc.). We obtain consent where required (for example, for sending marketing communications or using non-essential cookies). - We use your personal data for specified purposes, such as delivering services, processing payments, and communicating with you. We will not use your data for purposes that are incompatible with those communicated to you. - We implement appropriate technical and organizational measures to safeguard your data (encryption, access controls, etc.). We also require any third-party processors (like cloud service providers) to protect your data. - We do not share your personal data with third parties except as needed for our operations (e.g., using a secure payment processor or an email service) or as required by law. If we ever need to transfer your data outside of Saudi Arabia, we will do so in line with PDPL requirements to ensure it remains protected. You have rights over your data – such as accessing it, correcting it, or requesting deletion – and we honor those rights as per PDPL. You can contact us to exercise these rights. - We use cookies and similar technologies on our site to enhance user experience and for analytics/advertising purposes. Non-essential cookies are used only with your consent. You can manage your cookie preferences via our website or your browser settings.

By agreeing to these Terms, you also agree that you have been informed of our data practices and that, where required, you have given consent for such practices (for instance, consenting to cookies or to us using your personal data to fulfill a service contract).

If you have any privacy-related questions or concerns, please refer to our Privacy Policy or reach out to us (contact details are provided in the Privacy Policy and below in these Terms).



13. Offline Interactions and Separate Agreements

While these Terms primarily govern your use of our website and online interactions, Quantech's services often involve offline elements – such as direct consultations, on-site work, or separate written contracts. Here is how we handle the interface between these general Terms and any offline or additional agreements:

Website vs. Service Contracts: These Terms and Conditions apply to your general relationship with Quantech and use of our website. However, when you decide to hire us for a specific project or service, typically a **separate contract** (Service Agreement, Statement of Work, Rental Agreement, etc.) will be drafted. That contract will contain detailed terms specific to that service, which may include payment schedules, project milestones, deliverable specifications, warranties for that service, etc.

Hierarchy of Terms: If there is any conflict between these general Terms and the terms of the specific service contract you sign; the terms of the **specific contract will take precedence** for the purposes of that project or service. For example, if your project contract states a different liability limit or a specific termination clause, that specific provision will override the equivalent clause in these general Terms for that project.

Applicability of General Terms: Provisions of these general Terms that are not specifically modified by the service contract will still apply. For instance, even during offline interactions, we still protect your personal data as per our Privacy Policy (unless the service contract provides a stricter policy for that project). Likewise, intellectual property provisions regarding our pre-existing materials or general website use remain relevant.

Offline Conduct: We expect that the same standards of good faith, lawful conduct, and respect that are outlined in these Terms will carry over to our offline dealings. For example, if we have in-person meetings or communications, both parties should behave professionally and safeguard any confidential information shared. If you visit our offices or we visit your site, each party will adhere to applicable safety and security rules.

Documentation: It's in both our interests to document important aspects of our engagements. Even if some initial discussions happen offline (e.g., via a phone call or meeting), we will usually follow up in writing (email or formal document) to ensure clarity. If you believe anything discussed offline is not accurately reflected in a contract or written summary, please bring it up so we can correct any misunderstandings before proceeding.

Payments Offline: If payments are made offline (such as by bank transfer or check, rather than an online payment portal), the same payment terms apply as if they were online. We will issue receipts or invoices for all payments, so you have records.

In summary, these Terms and Conditions form a baseline for our relationship, and any additional offline agreements build upon this foundation. We consider both the online Terms and the offline contract together to govern our partnership with you. Should any ambiguity arise, we will clarify it by referring to both this document and the specific agreement, aiming for an interpretation that makes practical and legal sense.

14. Changes to these Terms

Quantech may modify or update these Terms and Conditions from time to time. We do this to adapt to new laws, regulations, or changes in our business operations or services. When we make changes, we will update the "Last Updated" date at the end of this document. In the case of significant changes (those that affect your rights or obligations), we will provide a more prominent notice – for example, a notification on our website's homepage or a direct communication (such as an email if we have your contact on file as a customer).

It's your responsibility to review these Terms periodically for any updates. By continuing to use the website or our services after changes to the Terms are posted (and after any required notice of changes), you agree to the revised Terms. If you do not agree with the updated Terms, you should stop using our website and services.

For existing service contracts, changes to these general Terms will not retroactively modify the contracts that were already signed under a previous version of the Terms unless you explicitly agree to the new terms. In other words, if you're in the middle of a project with us, that project's terms remain in effect as agreed. The updated Terms would apply to new engagements or your continued use of the website.

We maintain an archive of previous versions of our Terms (or at least a summary of changes) for reference, so if you have any questions about what changed, feel free to ask us.

15. Governing Law and Dispute Resolution

These Terms and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws and regulations of the **Kingdom of Saudi Arabia**. Saudi law, including the E-Commerce Law and relevant civil and commercial codes, will apply to interpret and enforce this agreement.

If any dispute arises between you and Quantech in relation to these Terms or our services, we strongly encourage both parties to first seek an amicable resolution. You can contact us with your complaint or issue, and we will attempt to resolve it informally through discussion in good faith.

Should an amicable resolution not be achieved, the dispute will be resolved through the following means: - **Jurisdiction:** You and Quantech agree that the **courts of Saudi Arabia** shall have exclusive jurisdiction to settle any legal action or proceedings arising out of or relating to these Terms or our services. Unless otherwise required by law, the venue for such proceedings will typically be the courts located in the city or province where Quantech is registered (for example, courts in Al Khobar/Eastern Province for Quantech Solutions Company). - **Legal Proceedings:** All proceedings shall be conducted in **Arabic** (or another language if the court permits and both parties agree) and in accordance with Saudi court procedures. If you are a consumer residing outside Saudi Arabia, you may also have the right to pursue claims in your country's courts under certain consumer protection regulations; these Terms do not limit any such rights that cannot be waived. - **Arbitration (if mutually agreed):** This clause doesn't mandate arbitration, but if both parties prefer, we can agree in writing to refer the dispute to arbitration in Saudi Arabia (for example, through the Saudi Center for Commercial Arbitration). The arbitration ruling would be binding and could be enforced by Saudi courts. However, absent a separate arbitration agreement, disputes will be settled by the courts as noted above. - **Injunctive Relief:** Notwithstanding the above, Quantech reserves the right to seek injunctive or equitable relief in any jurisdiction to protect its intellectual property or confidential information.

By agreeing to these Terms, you also acknowledge that any claim or dispute you have against Quantech must be brought within a reasonable time. To the extent permitted by law, you agree to initiate any cause of action within **one (1) year** after the claim accrues, otherwise such cause of action is permanently barred (this one-year limit does not apply to consumers in jurisdictions that prohibit it).

Each clause of these Terms operates separately. If any court or competent authority decides that any provision is invalid or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid and enforceable, and if it cannot be modified, it shall be severed, but this will not affect the validity and enforceability of the rest of the Terms.

16. Contact Information

If you have any questions about these Terms and Conditions, or if you need to contact us for any reason (including to give any notice, make a complaint, or ask for support), you can reach us through the following contact details:

Quantech Solutions Company

Building No 3145, Street Ibrahim Al Jamali, Al Bandariyah, Al Khobar, Saudi Arabia

Email: info@quantechsolutionsksa.com

Phone: [+966-530907409]

When contacting us, please include your name and contact information and, if you are contacting us about an issue related to a specific order or contract, include relevant details such as a reference number or date of service. This will help us address your inquiry more effectively.

We will endeavor to respond to all legitimate inquiries in a timely manner. For formal notices regarding legal matters, it is best to send a written notice to our physical address above (with a copy by email for quicker handling).

Thank you for reading these Terms and Conditions. We value your business and look forward to serving you. By accessing our site or using our services, you confirm that you understand and agree to these terms.

