



Qont Store — Terms of Service

Governing Law: Switzerland

Effective Date: 27/10/2025

Applies to: All purchases made through the Qont Store

1. Overview

These Terms of Service ("Terms") govern all purchases made through the Qont Store.

By accessing or purchasing from the Qont Store, you agree to these Terms and all related Qont policies.

These Terms apply globally where the store operates and are governed by Swiss law.

2. Store Use and Access

The Qont Store provides digital products and tools designed to support decision-making and improve risk understanding.

Products are informational tools and not substitutes for professional, legal, financial, or medical advice.

Purchases may require a Qont ID to access products after checkout.

Account requirements vary by product, and eligibility may depend on region or system compatibility.

3. Product Delivery

Qont products are delivered digitally unless stated otherwise.

Delivery may include download links, activation keys, or access through a Qont account.

Once your purchase is confirmed, delivery begins automatically.

All products are licensed, not sold, and are for personal or authorized business use only.

4. Order Confirmation and Finality

All sales are final once confirmed at checkout.

Orders cannot be cancelled, changed, or refunded except where legally required.

Prices, products, and regional availability may change at any time without notice.

5. Refunds and Returns

Qont operates under a no-refund policy except where required by law.

If a refund is legally mandated, it will be issued as store credit or a Qont gift card.

Digital deliveries are considered fulfilled once access has been provided.

6. Licensing and Ownership

All digital content is licensed for use under Qont's intellectual property rights.

Purchases grant limited, non-transferable, revocable rights to access and use the product.

You may not:

1. Share, resell, or distribute purchased content.
2. Copy or modify Qont files or interfaces.
3. Circumvent or interfere with Qont systems.
4. Violation of these conditions may result in license termination and access revocation.

7. Acceptable Use

Customers must use Qont Store products responsibly.

Prohibited actions include:

1. Sharing downloads or activation details publicly.
2. Attempting unauthorized resale or duplication.
3. Using the Qont Store for fraudulent or unlawful purposes.
4. Tampering with Qont software, systems, or payment processes.

8. Disclaimers

Qont products are provided "as is" without warranties of any kind.

They are informational tools for support and should not replace professional advice.

Qont does not guarantee uninterrupted access, compatibility, or accuracy for all users or devices.

9. Limitation of Liability

To the fullest extent permitted by law, Qont is not liable for any:

1. Indirect, incidental, or consequential damages;
2. Data loss or access interruption;
3. Decisions or actions taken using Qont products.
4. Your sole remedy for any issue is discontinuation of use.

10. Modifications and Discontinuation

Qont may modify product content, pricing, or availability at any time without prior notice.

Qont may discontinue or suspend parts of the store to maintain, improve, or protect its systems.

11. Governing Law and Jurisdiction

These Terms are governed by Swiss law.

All disputes or claims will be resolved exclusively in the courts of Switzerland.

12. Agreement

By purchasing, downloading, or accessing any Qont product, you confirm that you have read, understood, and accepted these Terms of Service.

If you do not agree, do not proceed with the purchase.

13. Contact

For inquiries or assistance, contact:

Email: support@qont.net

Legal Notices: legal@qont.net

Shipping & Fulfilment Policy (Software Only)

1) Overview

This policy explains how Qont delivers all digital software products, including QOS Models and related tools, through the Qont Store.

It applies globally where Qont software is available and should be read together with the Terms of Service and Refund & Returns Policy.

All Qont products are delivered digitally, and fulfilment is handled automatically upon order confirmation or release date for pre-orders.

2) Digital Delivery

1. All QOS Models and software are delivered digitally and instantly after your order is confirmed.
2. Delivery may occur by direct download, activation key, or through your registered Qont ID.
3. A delivery confirmation email is sent automatically to your registered address or Qont ID once fulfilment completes.
4. This confirmation acts as proof of delivery.

3) Pre-Orders

1. Software pre-orders are charged only upon release, not at the time of reservation.
2. Access is granted immediately on or after the official release date.

3. Release schedules may change; Qont will notify you if the timing adjusts.
4. For pre-orders, standard instant delivery applies once the product is released and processed.

4) Payment Verification and Processing

1. In some cases, orders may be temporarily held while payment verification or fraud checks are completed.
2. Once verified, digital delivery occurs automatically.
3. You will be notified if additional information is required to process your order.

5) Delivery Confirmation and Proof of Fulfilment

1. Qont considers a product fulfilled when your digital access link, key, or download is successfully issued.
2. The delivery confirmation email or Qont ID record is your official proof of fulfilment.
3. You are responsible for maintaining secure access to your registered email and Qont account.

6) Delivery Issues

If your product does not appear after confirmation, or you encounter a delivery error, contact support@qont.net within 7 business days of your purchase.

Include your order ID, email, and a short description of the issue.

After this period, Qont may not be able to recover access or reissue delivery credentials.

7) Non-Guaranteed Delivery Timeframes

1. Qont aims to provide immediate delivery for all confirmed software purchases.
2. Technical, regional, or payment factors may occasionally delay fulfilment.
3. Qont is not responsible for external service delays or interruptions beyond its control.

8) Accuracy of Details

Ensure your email address and Qont ID are accurate before completing checkout.

Qont is not responsible for non-delivery caused by incorrect details, filters, or access issues on the customer's side.

9) Ownership and Licensing

All Qont software is licensed, not sold.

Ownership remains with Qont.

Upon fulfilment, you receive a personal, non-transferable license to use the product under the Terms of Service.

10) Refunds and Returns

Qont software purchases are final once confirmed.

Refunds are not available except where required by law.

Where a legal refund applies, it will be issued as store credit or gift card.

See the Refund & Returns Policy for details.

11) Changes and Updates

Qont may update or discontinue software products at any time to maintain or improve service quality.

If a release or feature changes after fulfilment, existing licenses remain valid for the purchased version.

12) Governing Law and Jurisdiction

This policy is governed by Swiss law.

All disputes and claims are handled exclusively in Switzerland.

13) Contact

For assistance with delivery or access, email support@qont.net with:

1. Your order ID
2. The email used for purchase
3. A brief description of the issue

Qont will verify your record and restore access where possible.