



Terms and Conditions

Qmax Contact Center Subscription - Terms and Conditions (UAE - TRA Compliant)

1. Acceptance of Terms and Conditions

By subscribing to Qmax Contact Center services in and out of the UAE, you agree to comply with and be bound by these Terms and Conditions. If you do not agree to these terms, please do not subscribe to our services.

2. Subscription Services

2.1 Subscription Plans: Qmax Contact Center offers various subscription plans, each with its own features, pricing, and terms. Details of available plans can be found on our website or through our sales team.

2.2 Subscription Period: Your subscription is effective for the period specified in your chosen plan. It will automatically renew at the end of each subscription period unless you cancel or choose a different plan.

2.3 Billing and Payments: You agree to pay all fees associated with your subscription in accordance with the selected plan. Payments can be made via the payment methods provided by Qmax Contact Center. We comply with TRA regulations regarding billing transparency.

2.4 Cancellation: You may cancel your subscription at any time, subject to the terms of your chosen plan and TRA regulations. No refunds will be issued for partial subscription periods.

3. Use of Services

3.1 Authorized Users: Your subscription is for the use of authorized users within your organization only. You are responsible for ensuring that all authorized users comply with TRA regulations and these terms.

3.2 Compliance with UAE Laws: You must use Qmax Contact Center services in compliance with all UAE laws and TRA regulations. Any violation may result in the termination of your subscription.

4. Data Privacy and Security

4.1 Data Handling: Qmax Contact Center takes data privacy and security seriously. We will handle your data in accordance with UAE data protection laws and regulations.

4.2 Confidentiality: You are responsible for the confidentiality of your data and login credentials. Qmax Contact Center will not be liable for any unauthorized access or breaches due to your failure to maintain confidentiality.

5. Support and Maintenance

5.1 Customer Support: We provide customer support as specified in your chosen plan. You can contact our support team for assistance.

5.2 Maintenance: Qmax Contact Center may perform scheduled maintenance to improve service quality. We will provide advance notice whenever possible.





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6. Limitation of Liability

6.1 Indemnity: You agree to indemnify and hold harmless Qmax Contact Center from any claims, losses, or damages arising from your use of our services.

6.2 Limitation of Liability: To the extent permitted by UAE law, Qmax Contact Center's liability for any claims, including those related to service interruptions or failures, is limited to the amount paid by you for the subscription.

7. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of the United Arab Emirates, and any disputes shall be subject to the exclusive jurisdiction of UAE courts.

