



Computer Scene

CS Certs Terms and Conditions

Last Updated: July 2026

1. Introduction

These Terms and Conditions ("Terms") govern your access to and use of the CS Certs website, software, mobile applications and associated services (collectively referred to as the "**Service**").

By creating an account, starting a free trial, purchasing a subscription or otherwise using the Service, you agree to be bound by these Terms.

If you do not agree with these Terms, you must not use the Service.

These Terms form a legally binding agreement between you and CS Certs.

2. About CS Certs

CS Certs is a cloud-based certification platform designed to assist qualified professionals in creating, storing and managing digital certificates and related documentation.

The Service may include, but is not limited to:

- Electrical Certificates
- Minor Electrical Works Certificates
- Electrical Installation Condition Reports (EICRs)
- Portable Appliance Test (PAT) Certificates
- Fire Alarm Certificates
- Emergency Lighting Certificates
- Gas Certificates
- Oil Certificates

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CS Certs is a Division of Computer Scene Technical Ltd Company Registration No. 09288340

- Inspection Reports
- Customer Records
- Asset Registers
- Cloud Synchronisation
- Mobile Applications
- PDF Generation
- Reporting Tools
- Other services made available from time to time.

CS Certs continually develops and improves the Service and reserves the right to modify, add or remove features without prior notice.

3. Eligibility

To use the Service you must:

- Be at least 18 years of age.
- Have the legal capacity to enter into a binding contract.
- Provide accurate and complete registration information.
- Keep your account information up to date.
- Be responsible for all activity carried out using your account.

If you are using the Service on behalf of a company or organisation, you confirm that you have authority to bind that organisation to these Terms.

4. Accounts

You are responsible for maintaining the confidentiality of your username and password.

You agree to:

- keep your login details secure;
- not allow unauthorised persons to access your account;
- notify CS Certs immediately if you suspect unauthorised access;
- ensure all information stored within your account is lawful and accurate.

You remain responsible for all activity undertaken using your account whether authorised by you or not.

5. Free Trial

CS Certs may offer a free trial period.

The free trial allows prospective customers to evaluate the Service before purchasing a subscription.

Unless otherwise stated:

- no payment is required during the free trial;
- trial accounts may be deleted after expiry;
- CS Certs may withdraw or amend the free trial at any time.

Only one free trial may be permitted per individual or business unless otherwise agreed.

6. Subscription Services

Following the expiry of any free trial, continued use of the Service requires an active subscription.

Subscription fees are displayed on the CS Certs website and may be updated from time to time.

Subscriptions may be available on a monthly or annual basis.

Your subscription grants you a licence to use the Service during the paid subscription period only.

No ownership rights in the software are transferred.

7. Payments

Subscription fees are payable in advance.

Failure to make payment may result in:

- suspension of your account;
- restriction of access;
- cancellation of the Service;
- deletion of data in accordance with our data retention policy.

All prices shown are in Pounds Sterling (£) unless otherwise stated.

VAT will be charged where applicable.

8. Cancellation

You may cancel your subscription at any time through your account or by contacting CS Certs.

Cancellation prevents future renewals but does not normally entitle you to a refund for the current subscription period unless required by law.

Following cancellation your access to paid features will continue until the end of the paid subscription period.

After expiry your account may revert to a limited version of the Service or be scheduled for deletion.

9. Refunds

Unless required under applicable law, subscription payments are non-refundable.

Where CS Certs agrees to issue a refund, this shall be entirely at its discretion.

Nothing in these Terms affects your statutory consumer rights.

10. User Responsibilities

You are solely responsible for:

- all certificates you produce;
- all information entered into the Service;
- verifying the accuracy of certificates before issue;
- ensuring compliance with applicable legislation and standards;
- maintaining suitable backups where required;
- ensuring only authorised persons use your account.

CS Certs provides software to assist with certificate production.

The responsibility for the inspection, testing, installation, servicing, maintenance or certification of any work always remains with the competent person issuing the certificate.

11. Certificate Templates and Industry Standards

CS Certs endeavours to ensure that all certificate templates, reports, forms and associated documentation provided through the Service accurately reflect the current requirements of applicable legislation, regulations, technical standards and industry guidance.

However, standards, legislation and certification requirements may be amended, replaced or withdrawn by governing bodies, regulatory authorities or industry organisations at any time and without prior notice.

Whilst CS Certs will use reasonable endeavours to monitor such changes and update the Service as soon as reasonably practicable, we cannot guarantee that amendments will be implemented immediately upon publication.

The User acknowledges that it remains their sole responsibility to ensure that every certificate, report or document issued using the Service complies with the legislation, regulations, standards and certification requirements applicable at the date of issue.

CS Certs accepts no responsibility for any loss, damage, claim, enforcement action, prosecution, compliance issue or financial loss arising from the continued use of certificate templates or documentation that have become outdated following amendments issued by any governing

body, regulatory authority or standards organisation before those amendments have been incorporated into the Service.

This includes, but is not limited to, amendments, revisions or updates issued by:

- British Standards Institution (BSI)
- IET (Institution of Engineering and Technology)
- BPEC
- NICEIC
- NAPIT
- Gas Safe Register
- ECA
- SELECT
- OFTEC
- Government departments
- Local Authorities
- Any other regulatory, certification or standards organisation.

12. Accuracy of Information

The Service generates certificates using information entered by the User.

CS Certs does not verify the accuracy, completeness or suitability of any information entered into the Service.

Users are responsible for checking every certificate before it is issued to a client.

The User accepts full responsibility for ensuring that:

- all inspection results are correct;
- all test readings are accurate;

- all calculations have been verified;
 - all observations are appropriate;
 - all certificate details are complete;
 - all documentation complies with current legislation.
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13. No Professional Advice

CS Certs provides software only.

Nothing within the Service constitutes engineering advice, electrical advice, gas safety advice, legal advice, compliance advice or professional certification advice.

The Service is intended solely as a tool to assist competent persons in producing documentation.

Professional judgement must always be exercised by the individual issuing the certificate.

14. Software Calculations

Where the Service performs calculations, schedules, recommendations, validation checks or assists with certificate completion, these are provided as an aid only.

Although reasonable care is taken during development and testing, CS Certs makes no warranty that every calculation or automated process will always be suitable for every installation or situation.

Users must independently verify all calculations and information before relying upon them.

The User accepts full responsibility for any decisions made using information generated by the Service.

15. Cloud Storage and Data

Certificates and customer information may be securely stored within the CS Certs cloud platform.

Whilst CS Certs operates appropriate backup and security procedures, no electronic storage system can be guaranteed to be completely secure or available at all times.

Users are encouraged to retain their own copies of important certificates and documentation.

CS Certs shall not be liable for any loss arising from circumstances beyond its reasonable control including, but not limited to:

- internet outages;
- telecommunications failures;
- cloud provider failures;
- cyber attacks;
- malicious software;
- power failures;
- natural disasters;
- third-party service interruptions.

16. Availability of the Service

CS Certs aims to make the Service available 24 hours a day, 7 days a week.

However, access may occasionally be interrupted due to:

- planned maintenance;
- emergency maintenance;
- software updates;
- security improvements;
- infrastructure failures;
- events beyond our reasonable control.

CS Certs does not guarantee uninterrupted or error-free availability of the Service.

17. Limitation of Liability

To the fullest extent permitted by applicable law, CS Certs shall not be liable for any indirect, incidental, consequential or economic loss arising from the use of the Service.

This includes, but is not limited to:

- loss of profits;
- loss of business;
- loss of contracts;
- loss of reputation;
- loss of data;
- delays in certification;
- failed inspections;
- regulatory action;
- customer claims;
- business interruption.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability which cannot lawfully be excluded under the laws of England and Wales.

Where liability cannot legally be excluded, the total aggregate liability of CS Certs for any claim arising out of or in connection with the Service shall not exceed the total subscription fees paid by the User during the twelve months immediately preceding the event giving rise to the claim.

18. Intellectual Property

All intellectual property rights in the Service, including but not limited to the software, website, source code, databases, certificate templates, graphics, logos, branding, documentation, text, images and all associated content, remain the exclusive property of CS Certs or its licensors.

Your subscription grants you a limited, non-exclusive, non-transferable and revocable licence to use the Service during your active subscription period.

You must not:

- copy, modify or reproduce the software;
- reverse engineer, decompile or disassemble any part of the Service;
- create derivative works based upon the Service;
- resell, sublicense or commercially exploit the Service;
- remove any copyright or proprietary notices;
- use the Service for unlawful purposes.

Nothing in these Terms transfers ownership of the intellectual property belonging to CS Certs.

19. User Content

You retain ownership of all information, customer details, certificates, photographs, reports and other content that you upload or create using the Service.

By using the Service, you grant CS Certs a limited licence to process, store, back up and transmit such information solely for the purpose of providing the Service.

CS Certs does not claim ownership of your certificates or customer data.

20. Acceptable Use

You agree that you will not use the Service:

- for any unlawful purpose;
- to create fraudulent or misleading certificates;
- to knowingly enter false or misleading information;
- to upload malicious software or viruses;
- to interfere with the security or operation of the Service;

- to attempt unauthorised access to systems or data;
- to share your account credentials with unauthorised persons;
- to use automated tools to scrape or extract data without written permission.

CS Certs reserves the right to suspend or terminate accounts that breach these Terms.

21. Suspension and Termination

CS Certs may suspend or terminate access to the Service immediately where:

- subscription fees remain unpaid;
- these Terms are materially breached;
- fraudulent activity is suspected;
- unlawful activity is suspected;
- continued access presents a security risk;
- required by law or a competent authority.

Where reasonably possible, CS Certs will provide notice before suspension, although this may not be possible in every circumstance.

Termination of an account does not affect any rights or obligations that accrued before termination.

22. Privacy and Data Protection

CS Certs processes personal data in accordance with its Privacy Policy and applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Users are responsible for ensuring that they have the necessary permissions and lawful basis for storing personal data relating to their customers within the Service.

Further information regarding the processing of personal data is contained within the CS Certs Privacy Policy.

23. Third-Party Services

The Service may integrate with or rely upon third-party providers including payment processors, cloud hosting providers, email delivery services and mapping or notification services.

CS Certs is not responsible for the availability, performance or acts or omissions of third-party services beyond its reasonable control.

24. Force Majeure

CS Certs shall not be liable for any delay or failure to perform its obligations where such delay or failure results from events beyond its reasonable control.

Such events include, but are not limited to:

- acts of God;
- severe weather;
- flooding;
- fire;
- war;
- terrorism;
- civil unrest;
- industrial disputes;
- power failures;
- internet outages;
- cyber attacks;
- failures of telecommunications or cloud infrastructure;
- government action.

25. Changes to the Service

CS Certs continually develops and improves the Service.

We reserve the right to add, remove, modify or replace features, functionality, certificate templates and services where reasonably necessary.

Where significant changes affect the operation of the Service, reasonable efforts will be made to notify subscribers in advance.

26. Changes to these Terms

CS Certs may amend these Terms from time to time.

Updated versions will be published on the CS Certs website together with the date on which they take effect.

Continued use of the Service after revised Terms become effective constitutes acceptance of the updated Terms.

27. Severability

If any provision of these Terms is held by a court or competent authority to be invalid, unlawful or unenforceable, the remaining provisions shall continue in full force and effect.

28. Entire Agreement

These Terms, together with the Privacy Policy and any other policies expressly referred to within them, constitute the entire agreement between CS Certs and the User relating to the use of the Service and supersede any previous agreements, understandings or representations.

29. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any dispute arising from or relating to these Terms or the Service shall be subject to the exclusive jurisdiction of the courts of England and Wales.

30. Contact Details

Questions regarding these Terms should be directed to CS Certs using the contact details published on the CS Certs website.

If no specific contact address is provided, enquiries may be submitted using the website contact form.