

Terms & Conditions

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1. Introduction

1.1 Contract

When you use our Services, you agree to all of these terms. Your use of our Services is also subject to our Cookie Policy and our Privacy Policy, which covers how we collect, use, share, and store your personal information.

You agree that by clicking “Join”, registering, accessing or using our services (described below), you are agreeing to enter into a legally binding contract with Simply Brilliance Limited (“Simply Brilliance”). If you do not agree to this contract (“Contract” or “User Agreement”), do not click “Join” and do not access or otherwise use any of our Services.

Your use of our Services is also subject to our Privacy Policy and Cookie Policy.

Services

This Contract applies to Simply Brilliance and all Simply Brilliance related sites, apps, communications, and other services that state they are offered under this Contract (“Services”), including the offsite collection of data for those Services, such as ads and plugins. Registered users of our Services (if suppliers) who are registered in our “Find” directory are “Members”, users registered but not as suppliers in our “Find” directory are “Users”, and unregistered users are “Visitors”. This Contract applies to all three categories.

You are entering into this Contract with Simply Brilliance (also referred to as “we” and “us”).

1.2 Members and Visitors

When you register and join the Simply Brilliance Service, you become a Member or a User. If you have chosen not to register for our Services, you may access certain features as a Visitor.

1.3 Change

We may modify this Contract, our Privacy Policy and our Cookie Policies from time to time. Where possible, we will provide you notice through our Services, or by other means, to provide you the opportunity to review the changes before they become effective. If you object to any changes, you may close your account. Your continued use of our Services after we change, publish or send a notice about our changes to these terms means that you are consenting to the updated terms.

2. Obligations

2.1 Service Eligibility

You're eligible to enter into this Contract and you are at least 16 years of age ("Minimum Age").

To use the Services, you agree that: (1) you must be the "Minimum Age" or older; (2) you will only have one Simply Brilliance account, which must be in your real name; and (3) you are not already restricted by Simply Brilliance from using the Services.

2.2 Your Account

You'll keep your password a secret.

You will not share an account with anyone else, allow anyone else to use your account or login details, and will follow our rules and the applicable laws and regulations at all times.

Members and Users are account holders. You agree to: (1) choose a strong and secure password; (2) keep your password secure and confidential; (3) not transfer any part of your account; and (4) follow the law and our list of Dos and Don'ts. You are responsible for anything that happens through your account unless you close it or report misuse.

2.3 Payment

If you purchase any of our paid Services ("Premium Services"), you agree to pay the applicable fees and taxes in accordance with the terms specified in the relevant Service Level Agreement (SLA). Failure to make timely payment may result in suspension or termination of your access to Premium Services. Additionally:

- If you opt to pay for your annual membership upfront, full payment will be due at the commencement of the agreed membership term, as set out in the SLA. Payment terms are due upon receipt of invoice unless otherwise agreed in writing.
- If you are offered a payment plan, you agree to fulfil all scheduled payments in full, according to the times and dates outlined in the SLA. Failure to adhere to the payment schedule may result in the immediate termination of the payment plan and access to Premium Services.
- Your purchase may be subject to foreign exchange fees or price differences based on your location (e.g., currency conversion).
- Simply Brilliance does not store billing or payment information. However, in accordance with our Privacy Policy, our third-party payment provider may store such details for the purpose of service continuity.
- All purchases are subject to Simply Brilliance's refund policy. Refunds are issued solely at our discretion and handled on a case-by-case basis. No guarantee of refund is provided.

- Any discounts, promotions, or incentives offered are discretionary, may be amended or withdrawn at any time, and will be confirmed in writing at the point of subscription.

2.4 Notices and Service Messages

You're okay with us providing notices to you through our websites, apps, and contact information you provided to us. If the contact information you provide is out of date, you may miss out on important notices. It is your responsibility to ensure your details are regularly kept up to date.

You agree that we will provide notices to you in the following ways: (1) a notice within the Service; or (2) a message sent to the contact information you provided us (e.g., email, mobile number, physical address). Members, Users, and Visitors who have opted into our marketing emails can opt out of receiving marketing emails from us at any time by clicking the "unsubscribe" link or updating their account preferences. Please note that transactional communications (e.g., service alerts, billing notices) are necessary and cannot be opted out of unless you cancel your membership.

2.5 Sharing

When you share information via the site, other Members, Users, and Visitors can see, copy, and use that information.

We are not obligated to publish any information or content on our Service and may remove it at our sole discretion, with or without notice. All content is provided "as is" and may not always be accurate or current.

2.6 Client Success Manager

All Simply Platinum and Brilliance+ memberships include access to a Client Success Manager, who is available to support the day-to-day running of your account. Your Client Success Manager will be available to respond to questions during standard business hours or during hours otherwise agreed in your Service Level Agreement (SLA).

Should your assigned Client Success Manager leave Simply Brilliance or no longer be available, we reserve the right to appoint a suitable replacement. In such cases, we will make every reasonable effort to ensure a smooth and seamless transition for you.

3. Rights and Limits

[...Unchanged content retained for Sections 3 through 9...]

9. How to Contact Us

Please email us: brilliance@simplybrilliance.com

We may change our terms and conditions from time to time. Any updated versions of our terms and conditions will be posted on our website. Please review it regularly.

These terms and conditions were last updated on 5th May 2025.

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