

Terms of sale

The terms that apply when you order NFC products or a digital menu from Intelevate, whether on the Website, by WhatsApp, by phone or by email.

1. Who we are

These terms apply between you and Intelevate.ai (“Intelevate”, “we”, “us”), which supplies NFC products, digital menus, websites and automation to businesses in Cyprus. You can reach us at hello@intelevate.ai or on **+357 94 009589** (phone and WhatsApp).

2. Who these terms are for

Our products are made for businesses. If you order as a consumer, for purposes outside your trade or business, you also keep every right consumer law gives you, and where these terms say otherwise, the law prevails.

3. Prices

Prices are in euro and **include VAT, delivery and installation anywhere in Cyprus**. There is no separate call-out charge.

Where a price is shown as “from”, for example for a custom-branded plate or a digital menu, the final price depends on what you choose. We confirm it with you before installation, and nothing is owed unless you accept it.

A digital menu also has a monthly charge of €15 to €29 for hosting, edits and support. We tell you which applies before you commit. Larger quantities, table ordering and other custom work are quoted individually.

4. How an order is made

Placing an order on the Website sends us a request to buy the products you selected at the prices shown, and you receive an order reference straight away. **Nothing is charged at this point.**

We then contact you by phone, WhatsApp or email to confirm the details and agree a date for delivery and installation. The contract is formed when we confirm your order. If we cannot accept it, for example because an address is outside the area we serve, we tell you and nothing is owed.

5. Delivery and installation

We deliver and install the products at the address you give us, on the date agreed with you. Someone authorised by your business needs to be there.

For NFC products we set the link, such as your Google review page, and test it on a phone with you. For a digital menu we build it from the information you give us and check it with you before it goes live.

You are responsible for the content you give us, such as menu text, prices, logos and links, and for having the right to use it.

6. Payment

You pay on installation, by card or cash, once the products are installed and working. We give you a receipt or invoice; if you need VAT shown separately, just ask.

Monthly charges for a digital menu are billed as agreed with you when the order is confirmed.

7. Changing or cancelling an order

You can change or cancel an order **free of charge at any time before installation**: just tell us by phone, WhatsApp or email. Because nothing is paid in advance, there is nothing to refund.

8. Consumers: right of withdrawal

If you are a consumer and ordered at a distance (on the Website, by phone, WhatsApp or email), you may withdraw from the contract within **14 days of receiving the products**, without giving a reason. Tell us clearly at hello@intelevate.ai, for example: "I withdraw from my contract for the following products: [products], ordered on [date], received on [date]. Name, address, date."

We then collect the products and refund any payment within 14 days of your notice, using the method you paid with. This right does not apply to goods made to your specifications or clearly personalised, such as a custom-branded plate. If you asked us to start work on a digital menu within the 14 days and then withdraw, you pay only for the work done up to that point.

9. Faults and guarantee

If a product is faulty or does not work as described, tell us. We repair or replace it, or refund you if neither is possible. If a link behind a product needs to point somewhere else later, we can repoint it.

If you are a consumer, you also have the legal guarantee of conformity, which lasts at least two years from delivery. Damage from misuse, accidents, changes made by someone else, or normal wear is not a fault.

10. Liability

We are responsible for loss that is a foreseeable result of our breaking these terms or failing to use reasonable care. We are not responsible for changes made by third-party services we link to, such as Google or WhatsApp.

If you order as a business, we are not liable for loss of profit, revenue or business opportunity, and our total liability for an order is limited to the price of that order.

Nothing in these terms limits liability that cannot be limited by law, including for death or personal injury caused by negligence, or for fraud.

11. Your data

We use the details in your order to supply and install it and to contact you about it, as explained in our Privacy policy.

12. Complaints and governing law

If something is not right, write to **hello@intelevate.ai** and we will work to resolve it quickly.

These terms are governed by applicable European Union law and the law of the jurisdiction in which Intelevate is established. If you are a consumer, you keep the protection of the mandatory law of your country of residence. The version of these terms published at intelevate.ai when you place an order applies to that order.

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