

Terms & Conditions

SaaS trial, subscription, billing, access and platform terms.

Operator and contracting entity: Eng Consulting BV, Belgium, enterprise number 0803.677.860, VAT BE0803.677.860.
Commercial contact: info@voleng.com | Support: support@voleng.com

1. Contracting party and scope

These Terms & Conditions govern trials, paid subscriptions and use of the VOLENG software-as-a-service platform. Eng Consulting BV is the contracting and invoicing entity. VOLENG is a product and service name and is not a separate legal entity.

A person accepting these terms for an organisation confirms that they are authorised to bind that organisation.

2. Account and authorised use

Customers must provide accurate information, keep credentials confidential and ensure that users act within their authorised roles. Accounts may not be shared outside the subscribed organisation or used unlawfully, to bypass security, probe the service or infringe third-party rights.

The customer is responsible for its users and for the business data submitted to its workspace.

3. 14-day free trial

Where offered, the VOLENG trial lasts 14 days. No credit card is required during the trial. The trial does not itself create a paid subscription.

At the end of the trial, workspace access pauses unless the customer has deliberately activated a paid subscription. A paid subscription starts only after the customer selects a billing cycle, reviews the applicable price and enters or confirms payment details through the payment provider.

VOLENG may send service emails during and after the trial, including onboarding help, trial-ending reminders, reactivation reminders and a short feedback request. If no subscription is activated after the follow-up period, the workspace may be archived rather than deleted immediately.

4. Paid subscription, renewal and cancellation

Once a paid subscription is activated, the selected monthly or annual billing cycle renews automatically until cancelled, unless a fixed term or another arrangement is expressly agreed. The recurring price, billing cycle and any applicable discount are displayed before activation.

Cancellation stops future renewal in accordance with the cancellation effective date shown in the service or by the payment provider. Amounts already due or paid are not normally refundable except where mandatory law requires otherwise or Eng Consulting BV expressly agrees.

5. Prices, VAT, discounts and partner codes

Prices are displayed before commitment and may be exclusive of VAT where clearly indicated. Valid discounts, promotions or partner codes may reduce the price for the eligible product, bundle and period shown at activation. Eligibility, validity periods and usage limits may apply.

A partner commission is separate from the customer discount and does not increase the customer price.

6. Payment and card security

Payments may be processed by an external payment service provider such as Stripe. VOLENG and Eng Consulting BV do not intend to store full payment-card numbers or card security codes.

By activating a paid subscription, the customer authorises the payment provider to collect recurring amounts that become due under the selected billing cycle until cancellation. Failed payments may lead to retries, reminders, temporary suspension and, after reasonable notice, termination.

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7. Service availability and changes

Eng Consulting BV aims to provide a reliable service but does not guarantee uninterrupted or error-free availability. Maintenance, security work, third-party outages and circumstances beyond reasonable control may affect availability. Features may evolve over time.

8. Customer data and data protection

Each party must comply with applicable data-protection law. Personal data handled for VOLENG is described in the Privacy Policy. Where Eng Consulting BV acts as processor for customer-controlled personal data, a separate data processing agreement may be appropriate depending on the use case.

The customer remains responsible for having an appropriate lawful basis for personal data it uploads or instructs VOLENG to process.

9. Security and confidentiality

Reasonable technical and organisational safeguards are applied appropriate to the service and risk. Customers must report suspected account compromise or security incidents promptly. Neither party may misuse confidential information received from the other.

10. Intellectual property

Eng Consulting BV and its licensors retain all rights in VOLENG, its software, branding, documentation and underlying technology. A subscription grants a limited, non-exclusive, non-transferable right to use the service during the authorised period.

Customer data remains customer data, subject to the rights necessary to host, process, secure and provide the service.

11. Suspension, archiving and termination

Access may be suspended where reasonably necessary for security, unlawful use, material breach, non-payment, abuse or protection of the service and other customers. Trial access also pauses automatically when the trial period ends without paid activation.

An unconverted trial workspace may be archived after the post-trial follow-up period. Archiving preserves the workspace for possible reactivation but prevents normal access. Data in an archived workspace remains subject to the Privacy Policy, applicable law and any agreed export or deletion arrangements.

12. Liability

To the maximum extent permitted by applicable law, neither party is liable for indirect or consequential losses, loss of profit, loss of opportunity or similar remote losses. This does not limit liability where limitation is prohibited by mandatory law.

Customers remain responsible for operational decisions made using the service and for appropriate business-continuity measures.

13. Governing law and disputes

These Terms are governed by Belgian law, without prejudice to mandatory rights that may apply. The parties should first attempt to resolve disputes in good faith. Unless mandatory law provides otherwise, disputes concerning a business subscription are submitted to the competent courts in Belgium.

14. Acceptance record and changes

Eng Consulting BV may record the accepted Terms version, timestamp, selected products or plan, price, billing cycle and related confirmation to document contractual acceptance. Material changes will be communicated where legally required.

Version 1.2, effective 19 September 2026.