



## Services Description

**Effective:** When we use the name Qwetrust Unique or Qwetrust in this Services Description, it also means including Qwetrust, Qwetrust Unique, TurnosPR, Turnos Unique and Turnos Media, LLC.

### **Introduction.**

Qwetrust Unique, Qwetrust, TurnosPR y Turnos Unique operan bajo un nombre comercial perteneciente a Turnos Media LLC, una corporación debidamente organizada bajo las leyes del Gobierno de Puerto Rico, con dirección postal 35 Calle Juan Borbón PMB 233, Guaynabo, Puerto Rico 00970, correo electrónico: [ventas@qwetrust.com](mailto:ventas@qwetrust.com) y número de teléfono: **1-786-408-9190**

This Description explains the services to be selected on an order form or online registration. Qwetrust Unique or Turnos Unique is an application that contains five different plans with a subscription-based service, which means that your plan renews every month or year (depending on the term you choose). For plans, pricing, and order form, please visit <https://qwetrust.com/qwetrust-unique/>

## **Plans Descriptions.**

### **A. Queue Management System-**

The queue management module is a system for the effective control and management of shifts in service centers and waiting rooms. Its objective is to redefine the customer experience through technology. In addition, it provides multiple statistics on the service offered by the company.

### **B. Queue Management System & Appointments-**

Along with the Queue Management Module, the Appointment System allows the Customer to request an appointment from the comfort of their home. If the entity has a call center, it can also manage customer appointments.

### **C. Queue Management System, Appointments & Video Call-**

You can include the Video Call to the Queue and Appointment Management Module, giving your customers another alternative to receiving attention without having to visit them in person. We are a solution that adapts to your needs.

### **D. Queue Management System, Appointments & Survey**

Another perfect combination is to join the Queue Management System, Appointments, and Survey Module. This last one is the most effective way to know the satisfaction results of the people we serve, having statistics.

### **E. Queue Management System, Appointments, Survey & Video Call**

The ideal package is the one that unites the Queue Management System, Appointments, Survey & Video Call, which allows us to provide an excellent service, obtaining in a strategic way, positive and measurable results.

#### **Payment and Plans.**

We accept payment by Credit Cards, using “Paywhirl” or “Swipe”. The initial order has a charge of \$250.00 for the installation fee, per location. Your subscription will include the applicable sales tax (IVU) of 11.5%, to be added to your monthly or yearly subscription.

You can cancel your subscription at any time during your plan term to cancel the auto-renewal of your subscription. Customer’s access and use of Qwetrust Unique or Turnos Unique requires a corresponding paid subscription, payment obligations are non-cancellable, and all amounts paid are non-refundable. We reserve the right to cancel anytime your subscription-based service if your method of payment is declined by

“Paywhirl” or “Swipe”. After placing your order, a customer representative will contact you to set your requirements.

**TERMINATION.** As stated previously, you can cancel your subscription at any time during your plan term to cancel the auto-renewal of your subscription. If you have purchased a Service for a specific term, such termination will be effective on the last day of the then-current term. Your Order Form will provide that a Renewal Term will begin automatically unless either party provides notice of termination at least thirty (30) days prior to the commencement of the next Renewal Term. If You fail to comply with any provision of this Agreement, Qwetrust Unique, Qwetrust, Turnos Unique, Turnos PR and Turnos Media, LLC may terminate this Agreement immediately and retain any fees previously paid by You. Upon termination of this Agreement, you will cease any further use of the Services.

If at any time You are not happy with the Services, your sole remedy is to cease using the Services and follow the termination process contacting Qwetrust Unique or Turnos Unique Client Advisor at: **1-786-408-9190**. **You can not cancel or change your subscription-based service without contacting Client Advisor.**

**Change of Subscription Term or Plan:** You may change your subscription term and/or plan only by contacting a Client Advisor of Qwetrust Unique, or Turnos Unique at: **1-786-408-9190**. **You cannot cancel or change your subscription-based service without contacting Client Advisor.**

**Compliance with Laws.** Customer is solely responsible for Customer's and its users' use of Qwetrust Unique or Turnos Unique and shall ensure such use complies with the laws and regulations of Puerto Rico and the United States of America, including any regulations governing the use of the Internet for voice communications and messaging. Customer is solely responsible for compliance with all laws applicable to marketing and solicitation, including but not limited to the US Telephone Consumer Protection Act of 1991 (TCPA) and the FTC's Telemarketing Sales Rule.

**License Rights; Intellectual Property Ownership.** The Customer accepts that Turnos Media, LLC, and its Affiliates, have exclusive proprietary rights, including all copyright, patent, trade secret, trademark, trade name, and other intellectual property rights of their platforms.

For more information, please visit our [Terms and Conditions of Service and Subscription Agreement](#).