



## Customer Reviews — Terms & Conditions

CGP aims to deliver the best customer service possible and we provide honest customer reviews on our website to help customers with their buying decisions.

Please have a read of our customer review Terms & Conditions (T&Cs). By submitting a review on our website, you are agreeing to our T&Cs.

On the whole, reviews left on the CGP website, whether positive or negative, sail straight through to the CGP website, however on occasion CGP may have to edit or remove reviews for these reasons:

- a) Typos or incorrectly completed review forms — if it's unclear what the reviewer was trying to say, the star rating contradicts to the text description, or the review is clearly of a different product or service, CGP may correct this.
- b) Swearing, inappropriate language or content (including videos and images), discriminatory comments, links to third party websites or content — hopefully these reviews wouldn't get past our profanity checks in the first place.
- c) Irrelevant, contentious or false reviews — if it's factually incorrect or the reviewer has a history of leaving deliberately negative reviews on the CGP website, or if the reviewer is making claims without evidence to back the comments up.
- d) External company comments — any reviews including product or service information from any other companies.
- e) The review is clearly spam.
- f) The review includes personal or confidential information such as contact details, name of the reviewer or anyone else, or if a review is trying to impersonate someone else or another company.
- g) The review contains a customer service query. In this case, CGP may contact the reviewer privately to resolve the issue.

You must not leave a review that:

- h) Will infringe CGP's or a person's rights.
- i) Breaks any applicable laws, regulations or codes of practice.
- j) Contains malware, spyware, viruses, worms, defects, Trojan horses, malicious/harmful code, use any items of a destructive nature, compile or spam or promote or facilitate disruptive commercial messages or advertisements.
- k) Will interfere or disrupt the CGP website service or servers.

By leaving us a review you're providing permission for CGP to reproduce, modify publish, translate, create derivative works from, distribute, or display it throughout the world in any media. This permission is non-exclusive, royalty-free, perpetual, irrevocable, and fully sub-licensable. You also agree CGP owns the review.

No one in relation to CGP (such as employees, directors or other partners) will be liable for any loss or damages in connection to the customer reviews on the CGP website.

To comply with the GDPR (General Data Protection Regulation) May 2018, upon request we will anonymise the review and remove all personal data from our databases. For more info see our [Privacy Policy](#).

All of our review T&Cs are in addition to our other T&Cs that can be found on the [CGP website](#).