

Terms of Use

Version 2026-07-07 / Updated 7 July 2026 / Langton Digital Ltd, trading as Turbo MT / legal@turbomt.app

1. What these Terms cover

These Terms apply to business use of Turbo MT, including Product Activator, Bulk Import & Export, Site Sync, AI-assisted tools, image tools, support, reporting, onboarding, and related Cloud MT workflows.

Turbo MT is for businesses only. It is not intended for consumer, household, or personal use.

If you accept these Terms or use Turbo MT for a company, you confirm that you have authority to bind that company.

Your access may be purchased or arranged directly with us or through Cloud POS Market Place Limited (Cloud POS Marketplace), Citrus-Lime, or another marketplace, reseller, partner, or authorised service provider. These Terms govern your use of Turbo MT. Separate marketplace, reseller, partner, payment, order, or subscription terms may also apply to billing, payment, renewals, cancellation, and refunds.

2. Who we are

Turbo MT is provided by Langton Digital Ltd, a company registered in England and Wales under company number 16886081. Our registered office is Anvil Cottage Newtown, Ramsbury, Marlborough, England, SN8 2PP.

For legal questions about these Terms, contact legal@turbomt.app.

In these Terms, "we", "us", and "our" mean Langton Digital Ltd. "You" and "Customer" mean the business or organisation using Turbo MT.

3. What Turbo MT does

Turbo MT helps retailers and service teams work with Cloud MT and ecommerce data. Depending on your access, it may read, transform, generate, import, export, update, sync, or save product data, images, files, settings, reports, and related operational information.

Turbo MT is not Cloud MT, Citrus-Lime, or your system of record. Cloud MT, Citrus-Lime, ecommerce platforms, payment providers, AI providers, hosting providers, and other connected services are third-party services.

Third-party services can change, fail, impose limits, or become unavailable. We are not responsible for third-party services we do not control, but we will use reasonable efforts to keep Turbo MT working where commercially practical.

4. Accounts, authority, and Citrus-Lime onboarding access

You are responsible for deciding who may use Turbo MT for your account. You are responsible for actions taken by your authorised users, administrators, staff, contractors, and anyone using your

credentials or account.

You may also authorise third parties to use Turbo MT for you. This can include Citrus-Lime onboarding, implementation, support, or success team members helping with setup, product-data work, troubleshooting, configuration, Cloud MT workflows, or related services.

Where an authorised third-party user uses Turbo MT for your account, we may treat their actions as instructions from you. This includes uploads, imports, exports, mappings, AI requests, approvals, saves, syncs, Cloud MT writes, support requests, and settings changes.

A Citrus-Lime or other third-party user must not accept these Terms, an order form, a subscription, or another legal or commercial commitment for you unless they have express authority from you to do so.

If a third-party user uses Turbo MT before your own administrator has accepted these Terms, that use must be covered by a written instruction, onboarding request, order form, implementation arrangement, partner arrangement, or other authority from you or from a service provider you have authorised to manage the relevant implementation.

Temporary support tokens

If you create a temporary support token, you authorise Turbo MT Support to access your Turbo MT account and connected Cloud MT account only for the support or troubleshooting work you have requested. We may treat actions taken through that support session as carried out on your documented instruction.

Temporary support tokens are encrypted, are not created from stored passwords, and expire automatically no later than 24 hours after creation. We do not store your Cloud MT password or two-factor authentication code. A support token may expire earlier if the underlying Cloud MT session expires or the token is revoked.

You should use named accounts where reasonably available, keep credentials secure, remove access when it is no longer needed, and tell us promptly if you suspect misuse or unauthorised access.

5. Your responsibilities

Turbo MT can make changes to product, website, and ecommerce data. You are responsible for checking important actions before they run and reviewing outputs before using or saving them.

You are responsible for:

- source files, product data, images, prompts, settings, mappings, and instructions you provide;
- checking imports, exports, sync rules, previews, dry runs, warnings, and final results;
- checking AI-generated or AI-edited content before relying on it;
- keeping backups or exports before bulk updates, imports, syncs, rewrites, or other material changes;
- ensuring your use of Turbo MT and connected services is lawful and authorised; and
- complying with any rules that apply to your products, website, business, or sector.

We are not responsible for errors caused by incorrect source data, wrong settings, wrong account selection, unsupported data formats, third-party service behaviour, unauthorised user actions, or decisions to run actions despite warnings.

6. AI, images, files, and external content

Turbo MT may use AI to help with product names, descriptions, SEO, categories, facets, filters, technical information, size guides, image workflows, product matching, search, mapping, summarisation, and

similar tasks.

AI output can be wrong, incomplete, duplicated, unsuitable, or non-compliant. You must review AI output before using it or saving it to Cloud MT or another live system.

You must only upload, scrape, import, process, or use files, images, website content, supplier content, brand assets, or other third-party material where you have the right to do so.

AI features may send prompts, product data, images, and outputs to AI providers or AI gateways where needed to provide the feature. We may log AI activity, errors, and traces to improve quality, investigate faults, manage costs, prevent abuse, and support the service.

7. Customer data, privacy, and data processing

You own your data. We do not sell your data.

You authorise us to host, store, copy, access, transmit, transform, generate outputs from, and otherwise process your data as needed to provide, secure, support, troubleshoot, and improve Turbo MT.

Our Privacy Policy (<https://turbomt.app/legal/privacy-policy>) explains how we process personal data when we act as controller, such as account, billing, website, support, analytics, security, and business administration data.

Where we process personal data in your operational data on your behalf to provide Turbo MT, you are the controller and we act as processor. Your documented instructions include these Terms, order forms, in-app settings, user actions, support requests, uploads, API calls, sync rules, automation settings, and actions by authorised users or authorised third-party users.

We may use sub-processors for hosting, infrastructure, databases, storage, authentication, analytics, logging, monitoring, error tracking, email, support, payment processing, background jobs, AI models, image processing, and connected-service integrations. We remain responsible for sub-processors as required by applicable data protection law.

You must not upload special-category personal data, criminal-offence data, payment-card data, health data, children's data, or other highly sensitive personal data unless we have expressly agreed in writing.

8. Subscriptions, marketplace billing, and cancellation

Fees, plans, billing periods, trials, features, usage limits, payment methods, renewals, cancellation processes, and refunds are set out in the relevant checkout, order form, invoice, marketplace subscription, billing portal, or written confirmation.

Some subscriptions are purchased, paid for, or managed through Cloud POS Market Place Limited (Cloud POS Marketplace), Citrus-Lime, or another marketplace, reseller, partner, payment provider, or authorised service provider. In those cases, the relevant third party may be responsible for billing, collecting payment, issuing invoices or receipts, processing cancellations, handling tax, and applying its own payment or marketplace terms.

Unless stated otherwise, subscription fees are payable in advance and renew automatically until cancelled under the relevant billing process.

Taxes and VAT are handled as shown in the relevant checkout, marketplace subscription, invoice, receipt, order form, or billing portal. The displayed price and invoice or receipt should state whether VAT is included, charged separately, not charged, or otherwise handled under the relevant tax rules. Fees are non-refundable unless required by law, expressly agreed in writing, or provided by the relevant marketplace, reseller, partner, or payment provider terms.

If payment is overdue, a subscription is cancelled, a marketplace or reseller tells us your entitlement

has ended or is suspended, or we cannot verify active paid access, we may suspend or restrict access, disable paid features, stop background jobs, prevent new imports or syncs, or terminate the subscription.

You should export any required data before cancellation or termination takes effect.

9. Acceptable use

You must not use Turbo MT to:

- break the law or infringe third-party rights;
- access, scrape, import, process, or sync data you have no right to use;
- attack, overload, bypass, disrupt, or compromise Turbo MT or any connected service;
- share logins where individual access is available;
- circumvent payment, seat, usage, security, or access controls;
- upload malware or harmful code;
- generate or publish unlawful, deceptive, unsafe, or misleading product information;
- process highly sensitive personal data without written agreement; or
- resell, white-label, rent, sublicense, or make Turbo MT available to third parties without our written consent.

We may investigate suspected misuse and suspend or restrict access where needed to protect Turbo MT, customers, connected services, or third parties.

10. Intellectual property and confidentiality

Turbo MT, including its software, code, workflows, interfaces, prompts, models, designs, documentation, processes, and know-how, is owned by Langton Digital or its licensors.

You receive a limited right to use Turbo MT for your internal business purposes during your subscription or authorised access period. You do not receive ownership rights in Turbo MT or any source code.

You retain ownership of your data and pre-existing materials. Outputs generated for your account may be used by you for your internal business and ecommerce purposes, subject to these Terms, third-party rights, and your responsibility to check them.

Each party must keep the other party's confidential information confidential and use it only for the purposes of these Terms.

If you give us feedback, suggestions, bug reports, or feature requests, we may use them without restriction or payment, provided we do not disclose your confidential information in breach of these Terms.

11. Availability, support, and changes

We will provide Turbo MT with reasonable care and skill and use reasonable efforts to keep it available, subject to maintenance, updates, outages, third-party service issues, security events, and events outside our reasonable control.

Unless an order form says otherwise, Turbo MT does not come with a guaranteed uptime service level, response time, or resolution time.

Turbo MT may change over time. We may add, remove, rename, combine, limit, suspend, or change features, provided we do not materially reduce the core functionality of a paid subscription during its paid period without a reasonable reason.

We may update these Terms from time to time. For material changes that negatively affect your rights or obligations, we will give reasonable notice by email, in-app notice, website notice, billing portal notice, or another reasonable method. Changes may take effect immediately where needed for legal, security, operational, technical, third-party-service, or urgent reasons.

If you continue using Turbo MT after updated Terms take effect, you accept the updated Terms from that date. Changes do not have retroactive effect unless required by law.

We may keep an audit record of each acceptance of these Terms, including version, date, accepting user, organisation, timestamp, IP address, user agent, checkbox wording, document hash, and other information reasonably needed to evidence acceptance, where lawful.

12. Liability

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded under English law.

Subject to the paragraph above, we will not be liable for:

- loss of profit, revenue, sales, business, contracts, opportunity, goodwill, or anticipated savings;
- business interruption;
- loss, corruption, deletion, or inaccuracy of data, except to the extent caused by our breach and not otherwise excluded;
- costs of restoring or re-entering data;
- inaccurate, unsuitable, unlawful, or unreviewed AI output;
- incorrect imports, exports, product activations, syncs, mappings, or bulk updates caused by customer data, settings, approvals, or instructions;
- losses caused by connected services or third-party content;
- losses caused by credentials, permissions, access, or actions controlled by you;
- indirect, special, consequential, or punitive losses; or
- losses that could have been avoided by reasonable backups, review, testing, access control, or mitigation.

These exclusions do not apply where doing so would be unlawful or where the exclusion would not satisfy any applicable requirement of reasonableness under English law.

Our total aggregate liability arising out of or in connection with Turbo MT is limited to the greater of £1,000 and the total fees actually paid by you for Turbo MT in the 12 months immediately before the event giving rise to the claim.

If you use Turbo MT during a free trial, beta, preview, or free period, our total aggregate liability for that use is limited to £100, subject to the non-excludable liability paragraph above.

13. Termination and suspension

We may suspend or restrict access immediately if payment is overdue, a marketplace or reseller tells us your entitlement has ended or is suspended, you breach these Terms, your use creates a security or legal risk, we suspect unauthorised access or misuse, a connected service requires it, or continued access could harm Turbo MT, us, you, other customers, or third parties.

We may terminate access or a subscription if a material breach is not remedied within 14 days after notice, payment remains overdue after notice, your subscription or marketplace entitlement ends and is not renewed, we discontinue Turbo MT or a relevant feature, or continuing the relationship would create

a material legal, security, commercial, technical, or reputational risk.

On termination, your right to use Turbo MT ends, unpaid fees become due, and we may disable access, jobs, tokens, credentials, and integrations. Provisions intended to survive termination continue, including payment, confidentiality, intellectual property, data protection, liability limits, indemnities, and governing law.

14. General legal terms

You will indemnify us against losses, claims, damages, costs, expenses, and liabilities arising from your data, your breach of these Terms, your use of Turbo MT in breach of law or third-party rights, your instructions to connected services, actions taken through your account, or your failure to obtain required permissions, licences, notices, consents, or rights.

Neither party is liable for delay or failure caused by events outside its reasonable control.

You may not assign or transfer these Terms without our written consent. We may assign or transfer them as part of a merger, restructuring, sale of business, group reorganisation, or transfer of Turbo MT, provided this does not materially reduce your rights.

Nothing in these Terms creates a partnership, joint venture, agency, employment relationship, or franchise.

If a provision is invalid or unenforceable, it will be modified to the minimum extent needed to make it valid and enforceable. If that is not possible, it will be removed and the rest of the Terms will continue.

These Terms, any order form, and documents expressly incorporated by them form the entire agreement for Turbo MT.

We may send notices to your account email, administrator email, billing email, through Turbo MT, through a billing provider or marketplace, or by posting on our website. You may send notices to legal@turbomt.app. Formal legal notices must also be sent to our registered office unless we expressly agree to email-only notice.

These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.