PRODUCT TERMS

Intu360 CRM Product Terms

Last updated September 26, 2026

Issued by **Microcosmworks LLP** for Intu360 CRM. These terms apply together with our general Terms & Conditions.

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1. About these Product Terms

These Product Terms apply to Intu360 CRM, provided by Microcosmworks LLP. They add to our general Terms & Conditions, which also apply. Where the two conflict on a matter specific to Intu360 CRM, these Product Terms take precedence.

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2. What is included

The standard Intu360 CRM package includes the modules described on the product page at the time of order, including AI lead analysis, AI campaigns, lead management, contacts and accounts, deal pipelines, activities and tasks, email integration, quotes and products, workflow automation, and dashboards and reports.

Fees for the platform licence, installation and the annual maintenance contract (AMC) are set out in the general Terms & Conditions or in the Buyer's proposal.

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3. Licence scope

The licence covers one production deployment of Intu360 CRM for the Buyer's own sales, marketing and service teams, plus non-production copies for testing and staging. Additional production deployments, including for separate legal entities, require prior written agreement.

The Buyer may modify the source code for its own use but may not resell, sublicense or offer Intu360 CRM, or a product derived from it, to third parties.

4. Customer & lead data

The Buyer is the data controller for all lead, contact and customer data held in Intu360 CRM, including data it imports from other sources.

The Buyer is responsible for having a lawful basis to store and contact each person, honouring access, correction and deletion requests, setting retention periods and managing user access.

Microcosmworks LLP accesses CRM data only when needed to install or maintain the platform, only on the Buyer's instructions, and keeps it confidential.

5. Email, messaging & campaigns

The Buyer is responsible for every campaign and message sent from Intu360 CRM, including obtaining consent where required, including unsubscribe options, and complying with anti-spam, marketing and privacy laws in each country where recipients are located.

Email, SMS, WhatsApp and other messaging providers used with the CRM are chosen and paid for by the Buyer and are subject to their own terms. Sender reputation and deliverability depend on the Buyer's lists and sending practices.

6. AI lead analysis & AI campaigns

AI lead analysis gives indicative scores and insights to help prioritise work. It is not a guarantee of outcomes and should not be the only basis for important decisions about individuals.

Content generated by AI campaigns must be reviewed by the Buyer before it is sent. The Buyer is responsible for its accuracy and for claims made in it. If an AI feature uses a third-party AI service, only the data the Buyer configures is sent to it, and the Buyer's use is also subject to that provider's terms.

7. Integrations

The standard email integration connects to the Buyer's own email accounts. Connections to telephony, website forms, e-commerce, accounting and other third-party services are not part of the standard package unless listed in the Buyer's proposal, and are delivered as custom development. Third-party services and their fees are the Buyer's responsibility.

8. Support & maintenance

Server monitoring, bug fixing, backups and security updates are provided under the AMC as described in the general Terms & Conditions. New features, reports and workflow changes are custom development.

Questions about these Product Terms can be sent to Microcosmworks LLP at hello@microcosmworks.com.