

# --- Terms & Conditions ---

Welcome to our Family! Our Goal is to serve our every Client with the highest quality research & Technical Outputs. To fulfil your requirement and our commitment please follow our process and policy so that we can serve you better and grant you Awesomeness.

Please find the Terms of a Legal Agreement between You and Us.

## **Quality Assurance**

With expertise and experience of more than 6 years we can guarantee the best quality. We have always set benchmarks, However, Quality and Content is subjective something that our Experts/Developers feel is what you may not appreciate. We accept the feedback from you so as to refine it more as per your choice. We assume no responsibility after the task is approved. If you are not satisfied with your work you must get in touch with us while the work is in progress and we will try and resolve the problem as quickly as possible. To serve you better we have intermediate deliveries for your approval.

## **Personal Credentials**

The client's personal details such as Name, Contact Number and other important details are kept confidential and are NOT sold or lent to any third party. The information is solely collected for the enhancement of the service provided to the Client.

## **Plagiarism Guarantee**

As a company, all orders are unique to every customer, 100% guaranteed. No customer will be able to claim any monetary reimbursement if they hand in the work to their applicable institution if any.

## **Delivery Commitments**

We guarantee that your work will be completed on time. As a company, we take every precaution to ensure that your order is delivered to you on the date you requested it to be ready. On the first hand we do not accept work if it is not feasible to be delivered. On the rare occurrence that your order is not ready on time, we assume no responsibility in such situations. We advise you to request your Manager for scheduling intermediate deliveries. Request your work with reasonable deadline to avoid last moment pressure. Plan the final deadline with your Manager on the day one so we can meet the final deadline safely

## **Confidentiality**

We respect your confidentiality and understand the work ethics. Your privacy is important to us, and we will never give your details to anyone whatsoever. As a company we realise the importance of confidentiality and will only use your information and details to complete your work and for communication between yourself and us.

## Cancellation Policy

Time of Cancellation	Amount	Details
Within 12 hours of the order placement and Payment / Advance Payment	Up to 70% of the order value	Due to payment gateway & other operational cost 30% of amount is deducted. Also this is valid for deadlines more than a week. For short deadlines, No refund is possible once order is placed.
Within 24 hours from the time of confirmation and Payment / Advance Payment	Up to 40% of the order value	Experts/Developers start their work and hence 60% amount is consumed. Although this refund is subject to genuine reason for cancellation of the order. In case of NO reason provided, No refund will be done. For short deadlines like mentioned above, No refund is possible once order is placed.
After 36 hours from the time of confirmation	No Refunds	No refunds are possible at this stage for both normal and short deadlines.
Booking Amount Paid	No Refunds	No refunds are possible as this amount is employ in Resource blocking & utilised 100%

## Commitment and Completion Clause

Both parties very clearly and fully understand hereby and accept the importance of completion commitment towards each other considering the nature of business. You hereby commit to the company to make full payments promptly under any circumstances. Quality is very subjective and hence the company shall be responsible for modifications and amendments upon requests to satisfy you. You hereby agree and commit not to stop the project in between for any reason whatsoever. If under any circumstances you choose to not respond or discontinue your project you are liable to pay your entire dues in complete and you agree to this completely. In spite of this by failing to pay the committed project investment under any circumstances, you hereby authorise the company to choose any means to recover its dues by the involving Legal Professionals, courts and any other means deemed fit to help recover our full funds. We shall work on our top performance to do everything needful for your requirement. Both parties agree and understand the dependability expected from both sides.

## Chargeback

Taking a chargeback before contacting our support department is a crime according to our point of view. We strictly forbid clients to do so in any case. If any chargeback claimed without noticing, company may ask you for extra remuneration for hampering the brand name and values.

## Free Amendments

If for whatever reason you feel your work has not met your original instructions, just contact us within 7days of getting your finished work and we will amend the work for you - free of charge.

## Elements That May Delay the Order Delivery

*Payment delayed:* When the customer does not make the payment on time.

*Verification issues of billing details:* The Company verifies the billing details of the client as under.

*Vague instructions:* If the client's requirements are unclear and further editing/modifications is required at the end, additional amount for editing/modifications will be charged from the client.

*Carelessness in checking email:* Every client is given the benefit of contacting the Manager; therefore, the client is required to respond promptly to the mails sent by the Manager. If a refund is requested due to late submission, the time-frame calculated will include the period delayed due to the client's unresponsive attitude.

## Refund Policy

Reason for the Refund Request	Amount	Details
Paid more than Quoted	100% of the Extra Value Paid	The amount in excess to our quotes as sent in a invoice without any addition in scope will be refunded back 100% for both normal and urgent deliveries.
No Call No Show in 48 hours from our side	Up to 100% Received Amount	We shall refund to a maximum of 100% of the amount paid to us for the order.
Deadline Missed	50%	We do not accept work if we cannot complete. However, if the deadlines are missed for whatsoever reason out of control. 50% refund is made. (Valid only for deadlines more than 1 week, 0% if the deadline is/was less than 1 week)
Work Rejected	0%	We are willing to rework till you are satisfied with the work. However, Since this work is subjective, no refunds are possible. In case you are not satisfied with the quality of work, we can revise the work till you are convinced of the work.

## Concord

These Terms and Conditions are the complete and exclusive agreement between the Company and you, and they supersede all prior or contemporaneous proposals, oral or written, understandings, representations, conditions, warranties, and all other communications between the Company and you relating to the subject services. This agreement may not be explained or supplemented by any prior course of dealings or trade by custom or usage.

We may, without offering you a prior notice, at any time revise these Terms of Use and any other information contained in the conversation. We may also make improvements or changes in the services or programs described at any time without notice.

Looking forward for an awesome journey together 😊 Cheers !!!