

June 25, 2021
Jaipur, Rajasthan**COMPANY POLICY**

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PURPOSE

We, at Celebal, are dedicated towards delivering quality services and work constantly to achieve every milestone of the project - along with completion of every module directed towards this goal. A defined policy concerning the delivery of the services, and refund of the same, if the need occurs, has been presented below; with a belief that our customer understands and accepts the terms & conditions set forth in this policy.

SCOPE

This policy is applicable to all clients under Celebal India Solutions Private Limited, and Celebal Cloud Solutions, LLP, who have come into an agreement for the exchange of services with Celebal.

POLICY

Delivery of the Services:

1. For any of the software developed by Celebal, we provide a 30 days service policy from the date of delivery.
2. For all the services rendered, we are open to receive full or partial payments, depending upon the agreed terms & conditions between the parties to the contract.
3. If any of the clients face any difficulty in relation to the services delivered, we are here to assist them for the same at free of charge within 30 days from the date of delivery.
4. For us to cater to your problem in the most effective & efficient manner, we want you to notify us of the issue in detail at support@celebal.com within a maximum period of 7 days from the reception of the services.
5. The client/customer should also understand that we reserve the right, at our sole discretion, to cancel any of the delivery of the service(s), without any claims or liability to pay finance charges, in case of breach of the service agreement or contract between the parties.

Refund for the Services:

1. Our team is committed towards delivering high quality services that match/satisfy the requirements of our clients. In case, any client decides to scrap the software or platform developed as a whole, we provide a complete refund for the stated service.
2. We take a maximum of 45 days to process the refund, and the same to reflect in your original mode of payment.
3. Tax amount will not be refunded, as the same shall be paid directly to the government at the end of each month; however, the customer can reclaim those amounts directly from the government.