

**TERMS AND CONDITIONS***Version: 14.0**Effective From: 7 April 2022*

SELLER is the service provider and is not involved in any business which is owned and managed by the BUYER.

BUYER has to provide required details to SELLER such as Business name, contact person, business logo, admin contact details, full shipping details, API credentials, domain control panel, hosting cpanel etc which is required for respective service or product. Any delay in providing such details will also delay work from the SELLER side.

Any purchase made with SELLER is final and there is no refund or adjustments allowed for any purchase. BUYER has taken a full demo to understand service or order for sample products before making any purchases.

Prices are subject to change in the future due to correction on the cloud infrastructure price, change in manpower cost or change in the price of the services that SELLER is buying from our vendors. BUYER will be kept informed before 10 days for any change in the prices.

If BUYER has availed any service during special promotions or exhibitions; such service renewals will be done at actual cost and not at the discounted price.

SELLER promises to take utmost care to protect and safeguard BUYER data in the cloud server. However, SELLER cannot be liable for any compensation for data loss or theft which is out of his control or supervision.

BUYERS have to take regular data back-up's or purchase additional service from SELLER for recurring data back-up's. SELLER will be able to restore data only if a valid data backup file is provided. SELLER cannot restore data from EXCEL FILES or any other format; original and proper data backup file is required to restore any data.

All recurring services such as domain, hosting, server, SMS credits, WhatsApp credits, Email credits have specific expiry date and BUYER has to use that service before it's expiry. Also, renewal of such service should be done by BUYER before or on-time to avoid any interruption or failure in the services. If BUYER fails to renew service before the due date then SELLER will not be liable or responsible to keep data on the cloud or server.

Third party services such as SMS, WhatsApp and Emails are provided as-is without any warranty or guarantee on delivery. Any use and misuse of such services will be at BUYER's own risk. Price of such services and products may change from time to time depending on the price changes from vendors.

All prices mentioned in this document are without taxes. Any and all applicable taxes will be charged extra.

Billing and shipping information provided during the order is final and it can not be edited or changed once payment is successfully recorded for a given order.

Due to security reasons; SELLER will not provide or disclose any technical details of their services such as source code, technical architecture information, cloud server infrastructure details, test reports, access logs, back-up logs etc.

SELLER office working hours are from 10 am to 7 pm (IST), Monday to Friday. Technical and customer support will be provided during working hours only. The SELLER office remains closed on weekends and all Indian HOLIDAYS.

The logo and trademark of DNB MULTIAPPS and Optical CRM Software is owned and marketed by DNB MULTIAPPS LLP; without any written permission selling, promoting or copying any part is illegal and it is subject to punishment as per the LAW.

All disputes are subject to Vadodara, Gujarat (INDIA) jurisdiction only.