



1. Terms & Conditions

Focus: Service levels, liability, and usage rules.

1. Scope of Services The Company provides IT services, including but not limited to software development, cloud management, and technical consulting. Specific deliverables and timelines shall be defined in a separate Statement of Work (SOW).

2. Intellectual Property

- **Pre-existing Material:** Any proprietary tools or code owned by the Company prior to the agreement remain the Company's property.
- **Deliverables:** Upon full payment, the client is granted a [License/Ownership] to the final deliverables as specified in the SOW.

3. Limitation of Liability To the maximum extent permitted by law, the Company shall not be liable for any indirect, incidental, or consequential damages, including loss of data or profits, arising from the use of our services.

4. User Conduct Clients must not use provided services for any unlawful activities, including the distribution of malware or unauthorized network penetration.

2. Privacy Policy

Focus: Data security and transparency.

1. Data Collection We collect information necessary to provide services, such as:

- Contact details (Name, Email, Phone).
- Technical data (IP addresses, system logs for troubleshooting).
- Billing information.

2. How We Use Data Data is used solely to:

- Execute and manage service contracts.
- Provide technical support.
- Comply with legal obligations.

3. Data Security We implement industry-standard encryption and security protocols (e.g., SSL/TLS) to protect client data. We do not sell user data to third parties.

3. Return & Refund Policy

Focus: Milestone payments and service cancellations.

1. Service Refunds

- **Consultation Fees:** Typically non-refundable once the session has commenced.
- **Project Milestones:** Refunds are not provided for milestones already completed and approved by the client.
- **Pre-paid Credits:** Unused service credits may be refundable within [30] days of purchase, minus a processing fee.

2. Cancellation Policy Clients may cancel ongoing subscription services with [30] days' written notice. Any work performed up to the cancellation date will be invoiced accordingly.

3. Software/Digital Products Due to the nature of digital goods, software licenses are generally non-refundable once the license key has been issued or the software has been downloaded.