

## Terms and Conditions of Service

- 1) Telephonic, email and Remote access support will be provided on working days between 9.30 AM to 6 pm for which the client shall maintain an internet connection as specified in the H/W & System requirement terms.
- 2) Updates of incremental improvements/adaptations of software within the version sold will be done free of cost but migration to a higher version will require the payment of differential cost.
- 3) Additional Client requirements arising during the course of use like new functionality /new reports shall be undertaken on case-to-case basis and may entail additional charges. The source code of the software, which is propriety intellectual property of the company, shall in no case be shared with the client.
- 4) On site Training will be provided to the concerned staff free of cost at the time of installation. Re trainings will be chargeable @ Rs 1000 per session.
- 5) Re installation of software due to Virus/HW issues at user end will be chargeable @ Rs 1000/- per instance requiring reinstallation. The client is advised to use a good quality antivirus software and also permit minimum use of external removable drives on the server to obviate Virus issues.
- 6) The client shall be solely responsible for maintaining the auto backup of its data as configured at the time of installation and should never format the Server HDD without consulting the support team. Client is advised to take periodic backups of data on a different hardware to enhance data backup reliability.
- 7) The client is also advised to obtain hardcopy backup of all important data/reports duly signed and audited by its authorized persons for the sake of having secure backups and legally acceptable records. The company as service provider shall not be responsible for any type of unintentional or deliberate acts and omissions of the client or any third party that compromises the client's data being maintained on the software's supplied by it.
- 8) The client is advised to maintain due diligence regarding operational access for viewing/editing/adding/ updating/sending content or data into the software/websites by its employees and check any unauthorized access to maintain the integrity and security of its data by having in place and enforcing data access and archival policy at its end. The company as a service provider shall not have any liability what so ever arising out of any unauthorized access of software or addition/updation of content/data into the software by the client or any third party.
- 9) In case of Websites/SMS Software or any other Online Software, the client himself shall be solely responsible for all the content and data being displayed dynamically/SMS's being sent at their end, as well as regarding authorizing the viewers /selecting the receivers of such information, and this company as a service provider shall have no liability what so ever for any acts of omission or commission as regards the content /data being displayed in the website/online application being used by the client.
- 10) For the use of SMS's, the client shall be solely responsible for all legally mandated compliances as per TRAI regulations and the IT Act 2000 as amended from time to time. The client is advised to maintain due diligence regarding the same.
- 11) For all third party system software's / enabling applications operating on the client hardware, licenses to be maintained by the client at its own exclusive risk and responsibility.
- 12) Service tax & other taxes applicable from time to time payable by the customer.
- 13) Any other term as stated expressly in the specific client proposal accepted by the client.

**14) Online transaction charges are not part of the Fee. The following transaction charges shall be applicable: Net Banking / Credit Cards / Debit Cards: As applicable**

**15) All Fee rules as given in the Fee Book shall remain applicable.**

**16) The Fee deposited through Credit Card/Debit Card/Net Banking will normally reach the School account after 1-2 days. It is the sole responsibility of the candidate to ensure that fee is deposited well in time. School shall not be responsible for any not settled fee payment due any reason. The School also shall not be responsible, if the payment is refused or declined by the credit/debit card supplier for any reason.**

**17) School will not be responsible for fine exemption if the last day student fee transition fails. We strongly advice that submit the fee through Offline or Online Payment System before the last fee day comes.**