Services - Terms & Conditions

Thank you for purchasing our services. We value your trust and assure you of the best services at all times. As our customer, when you are buying our product or service, you agree to our terms and conditions as below:

* Under normal business circumstances, XYZ will ensure to get the delivery of all services within the stipulated time period communicated through our portal.
* XYZ provides ABC services remotely to individuals and businesses and neither encourages nor permits any in-person visits by its experts to the customer's location for any of the services delivered.
* XYZ publishes the prices for all services delivered through its marketplace platform. However, at any point of time, XYZ reserves the right to change the price of these services.
* XYZ reserves the right to offer special discounts on its services to customers from time to time. Such offers can be availed through unique discount codes shared with customers

* At all times, XYZ expects to maintain a cordial business relationship with its customers. However, if the customer comes across as being extremely unreasonable or rude with XYZ staff or its experts, XYZ reserves the right to cancel the order and terminate the agreement with the customer. In the event of cancellation, the customer will forfeit any payment made to XYZ.
* Any plan purchased will have a maximum validity of 1 year from the date of purchase. This implies the entire service under the plan shall be delivered within one year. XYZ reserves the right to cancel the order after one year. In the event of cancellation, the customer will forfeit any payment made to XYZ.
* In situations where the customer purchases a plan in advance, XYZ team shall contact the customer for order fulfillment within a reasonable timeframe before the plan expires or the deadline approaches. Customer will cooperate with XYZ to help us deliver the services in a timely manner.
* In situations where the service needs to be delivered before a deadline (Eg. Tax filing), XYZ will clarify the estimated time required to fulfill the service to the customer. Customer is expected to cooperate with XYZ to enable us to deliver the services in a timely manner. In case of any delay in order fulfillment, XYZ shall not bear the cost of any interest or penalty that may be imposed on customers by other parties.
* XYZ is governed by the laws of the country. XYZ will carry out its business in good faith with complete transparency. XYZ reserves the right to refuse any order that it cannot deem to fulfill within the legal and regulatory framework of the country.

CONFIDENTIALITY.

* XYZ shall keep confidential all confidential information provided to him by the customer excepting only such information as is already generally known to the public and that he shall not release use or disclose of the same except with the prior written permission of the customer or if required by law or an order from court. However, XYZ will be entitled to divulge the information to those who are directly concerned or as may be necessary in order to obtain certain information necessary for the performance of his obligations.