

# SERVICE AGREEMENT AND REFUND POLICY

effective date :

This agreement is made between Dizitup and \_\_\_\_\_  
(Client) located at \_\_\_\_\_  
(Client's Address).

## 1 Scope of Services

Dizitup will provide the following business automation and social media management services to \_\_\_\_\_:

services as agreed upon.

## 2 Free Trial and Initial Period

The Client is entitled to a free trial of labor services for the first month, which includes a 60% trial access to various services for evaluation purposes.

## 3 Payment and Refund Policy

### 3.1 Initial Costs:

- Any software required to run the automation services during the free trial and subsequent periods will not be refunded. The cost is considered non-refundable regardless of service outcome.
- Labor costs will be waived for the first month as part of the free trial.

### 3.2 Monthly Payments:

- Starting from the second month, both labor and maintenance fees will be applicable.
- The Client will be charged at the rates agreed upon for monthly packages.

### 3.3 Upfront payment

#### One-Time Services

- **Upfront Payment:** 50% payment must be made upfront
- **Payment Timeline:** rest 50% Payment should be completed within 2-3 business days of receiving the invoice/before product delivery otherwise service delivery will not commence
- **Late Fee:** If payment is delayed beyond this period, a late fee of up to Rs.100 may apply.

#### Subscription Services

- **Payment Due Date:** Subscription payments are due on the day the billing cycle starts, ensuring seamless access to services.
- **Automatic Renewal:** Payments can be set to renew automatically if clients wish, simplifying the process for ongoing services.

### 3.4 Refund Conditions:

- **Within 7 Days of Payment:** If the Client is not satisfied with the services provided during the first 7 days after payment, a full refund of labor and maintenance fees can be requested. The refund will be processed within 5-10 business days after receiving the request via email at *dizitup@outlook.com*.
- **Beyond 7 Days:** No refunds will be issued after the initial 7-day period. However, clients may cancel their subscription to prevent further billing cycles by notifying the Service Provider before the next billing date.

### 3.5 Completed Services:

No refunds will be issued for services that have already been fully rendered, such as completed social media posts, email campaigns, and operational automations.

### 3.6 Revisions and Adjustments:

If the Client is dissatisfied with the quality of work within a service period, they may request revisions within the agreed-upon limits. If revisions still do not meet expectations, partial refunds or service credits may be considered on a case-by-case basis; partial refunds of up-to 30% on labor/maintenance costs. (refunds applicable only for OTs; ONE TIME SMMA/Social media management services excluding the domain and setup costs for app/website development)

## 4 Client Obligations

- The Client must provide necessary information, materials, and approvals for the timely completion of services.
- Failure to provide these inputs may result in delays or hinder service quality, and no refunds will be issued due to incomplete client contributions.

## 5 Cancellation Policy

The Client may cancel future billing cycles by notifying the Service Provider in writing before the start of the next billing period.

## 6 Contact Information

**Email:** *dizitup@outlook.com*

**Phone:** 7044817147 / 6290079842

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**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Service Provider Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

By signing this contract, the Client agrees to the terms and conditions stated above.