**Terms and Conditions**

Welcome to our website! These Terms and Conditions (“Agreement”) govern your use of our website and the services we offer. Please read this Agreement carefully before using our website. By accessing or using our website, you agree to be bound by this Agreement. If you do not agree with any part of this Agreement, you may not access or use our website.

1. **Services**

Our website offers services from Bangladesh to the USA. These services may include but are not limited to the purchase and delivery of goods, booking of travel arrangements, and access to information related to these services. The availability of specific services may vary and is subject to change without notice.

1. **User Responsibilities**

When using our website, you agree to provide accurate and complete information about yourself as required. You are responsible for maintaining the confidentiality of any account credentials or passwords associated with your use of our website. You agree to notify us immediately of any unauthorized use of your account or any other breach of security.

1. **Prohibited Activities**

* You agree not to engage in any of the following activities while using our website:
* Violating any applicable laws, regulations, or third-party rights.
* Impersonating any person or entity, or falsely stating or misrepresenting your affiliation with a person or entity.
* Interfering with or disrupting the operation of our website or the servers or networks connected to our website.
* Engaging in any form of fraudulent activity or unauthorized access to our website or systems.
* Uploading or transmitting viruses, worms, or any other malicious code that may harm our website or the systems of other users.
* Collecting or storing personal data about other users without their consent.

1. **Intellectual Property**

All content on our website, including but not limited to text, graphics, logos, images, and software, is the property of our company or its licensors and is protected by copyright and other intellectual property laws. You may not use, modify, reproduce, or distribute any content from our website without our prior written consent.

1. **Limitation of Liability**

Our company strives to provide accurate and up-to-date information on our website. However, we make no warranties or representations regarding the accuracy, reliability, or completeness of the information or services provided. We shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with the use of our website or the services offered.

1. **Governing Law and Jurisdiction**

This Agreement shall be governed by and construed in accordance with the laws of Bangladesh. Any disputes arising out of or relating to this Agreement shall be submitted to the exclusive jurisdiction of the courts of Bangladesh.

1. **Modifications to the Agreement**

We reserve the right to modify or update this Agreement at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our website after any modifications to this Agreement constitutes your acceptance of the modified Agreement.

Please review this Agreement periodically for any updates or changes.

If you have any questions or concerns regarding these Terms and

**Refund Policy**

Our company strives to ensure customer satisfaction with the services we offer from Bangladesh to the USA. In the event that you are not entirely satisfied with the service you have received, we offer the following refund policy:

1. **Eligibility**

* Refunds may be considered in the following circumstances:
  + Service failure or non-performance as per the agreed terms.
  + Cancellation of services in accordance with our cancellation policy.
* Refunds are not guaranteed and are subject to review and approval by our company.

1. **Refund Process**

* To request a refund, you must contact our customer service team within the specified timeframe, providing relevant details and documentation to support your refund claim.
* Our team will review your request and may require additional information to process the refund.

1. **Refund Methods**

* Approved refunds will be processed using the original method of payment, unless otherwise agreed upon by both parties.
* Refund processing times may vary and are subject to the policies of the payment service provider.

1. **Non-Refundable Items**

Certain services may be non-refundable, such as fees for consultation, personalized services, or services that have been fully rendered as per the original agreement.

1. **Cancellation Policy**

* Specific services may have their own cancellation policy, which will be communicated at the time of booking or purchase.
* Cancellation charges or penalties may apply in accordance with the terms and conditions of the specific service.

1. **Contact Us**

If you have any questions about our refund policy or would like to request a refund, please contact our customer service team. We are here to assist you and address any concerns you may have.

Our refund policy is designed to be fair and transparent, ensuring that our customers are provided with appropriate recourse in the event of service-related issues.

**Fraud Policy**

Our company is committed to maintaining the highest standards of integrity and ethical behavior in all aspects of our operations. We take fraud prevention seriously and have implemented the following fraud policy to protect our customers and our business:

1. **Definition of Fraud**

* Fraud is defined as any intentional act of deception, misrepresentation, or manipulation for the purpose of gaining an unfair advantage or causing harm to our company or our customers.
* This includes but is not limited to: identity theft, credit card fraud, unauthorized use of accounts, falsification of information, and any other fraudulent activity.

1. **Detection and Prevention**

* We employ advanced security measures and fraud detection systems to monitor and identify potentially fraudulent activities.
* Any suspected fraudulent activity will be thoroughly investigated by our team, and appropriate action will be taken in accordance with our fraud prevention policies.

1. **Reporting Fraud**

* If you suspect or become aware of any fraudulent activity related to our services, we encourage you to report it immediately to our customer service team.
* Provide as much detail and evidence as possible to assist us in our investigation of the fraud.

1. **Consequences of Fraud**

* Any individual or entity found to be engaged in fraudulent activities will be subject to legal action and may be reported to the relevant authorities.
* Our company reserves the right to terminate services and take legal action against any party involved in fraudulent activities.

1. **Customer Responsibility**

* Customers are responsible for safeguarding their account information, passwords, and personal data to prevent unauthorized access and potential fraud.
* Customers should report any suspicious activity or unauthorized transactions on their accounts promptly to our customer service team.

1. **Cooperation with Authorities**

* Our company is committed to cooperating fully with law enforcement authorities and regulatory agencies in the investigation and prosecution of fraud cases.
* We will provide any necessary information and support to assist in the resolution of fraud-related issues.

1. **Confidentiality**

All reports of suspected fraud will be treated with the utmost confidentiality. We respect the privacy of individuals involved in fraud investigations and will handle information sensitively and securely.

Our fraud policy is designed to protect the interests of our customers and maintain the trust and integrity of our business operations. We appreciate your cooperation in helping us prevent and combat fraud.

**Privacy Policy**

At our company, we are committed to protecting the privacy and personal information of our customers. This Privacy Policy outlines how we collect, use, and safeguard your information when you use our website and services.

1. **Information We Collect**

* Personal Information: When you use our services, we may collect personal information such as your name, email address, contact number, and billing information. This information is necessary to process your requests and provide you with our services.
* Usage Information: We may collect non-personal information about your interactions with our website and services, including your IP address, browser type, device information, and pages visited. This information helps us analyze trends, enhance user experience, and improve our services.

1. **Use of Information**

* We use your personal information to provide and deliver the services you request, process payments, and communicate with you about your account and any updates or changes to our services.
* We may use your information to improve our website and services, personalize your experience, and ensure the security and integrity of our systems.
* We may use aggregated and anonymized data for statistical analysis, research, and marketing purposes.

1. **Data Security**

* We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.
* We regularly review and update our security practices to maintain the confidentiality and integrity of your data.

1. **Third-Party Disclosure**

* We do not sell, trade, or transfer your personal information to outside parties without your consent, except in cases where it is necessary to provide the requested services or comply with legal requirements.
* We may share your information with trusted third-party service providers who assist us in operating our website, conducting business, or providing services on our behalf. These third parties are required to maintain the confidentiality of your information.

1. **Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience on our website, analyze trends, and gather information about user behavior. You have the option to disable cookies in your browser settings, but this may limit certain features and functionality of our website.

1. **Links to Third-Party Websites**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of any third-party websites you visit.

1. **Children’s Privacy**

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us, and we will promptly delete such information.

1. **Changes to the Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will be effective immediately upon posting.

1. **Contact Us**

If you have any questions or concerns about our Privacy Policy or the handling of your personal information, please contact our Privacy Officer at [contact details].

By using our website and services, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy.