



CLIENT SERVICE AGREEMENT

This Client Service Agreement (CSA) is signed on this _____ by and between **Mr. Mallikarjun** (referred to as the "Client"), and **Receptive Solutions**.

Receptive Solutions is dedicated to delivering the highest quality service at all times. The following Client Service Agreement (CSA) sets out the general terms and conditions governing our consulting services.

Client refers to a Registered User of Receptive Solutions who has typically made a payment to Receptive Solutions for **Luxembourg Work Permit** advice.

RENDERING OF SERVICES:

Upon receiving the upfront payment or first instalment, RECEPTIVE SOLUTIONS will assign a Case Manager to assess the Client's profile, conduct a virtual meeting to discuss the case, prepare written advice and/or supporting documentation, and address any queries from the processing department.

The Client's interaction with RECEPTIVE SOLUTIONS is strictly confidential, and we will not disclose the Client's case, information, or services to any third party inquiring on the Client's behalf (including family members) unless the Client explicitly authorizes us to do so.

While RECEPTIVE SOLUTIONS will make every effort to meet the specified time frame, individual case management may result in the service taking longer to deliver in exceptional circumstances. Should such a situation arise, RECEPTIVE SOLUTIONS will promptly inform the Client of the delay.

LIMITATIONS OF SERVICES:

The Client's Case Manager will offer advice based on the information provided by the Client to RECEPTIVE SOLUTIONS during registration. Therefore, if only limited details are available, certain assumptions may be made in the application process. The advice given by the Case Manager is provided under the belief that it aligns with current Immigration laws, policies, and regulations.



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Although RECEPTIVE SOLUTIONS and its Consultants strive to provide the most accurate advice, immigration laws, policies, and fees are subject to frequent changes without prior notice. Therefore, no responsibility is assumed for any alterations in the process resulting from these changes in immigration rules.

It is explicitly acknowledged and agreed that the advice given by RECEPTIVE SOLUTIONS consultants is based on the prevailing immigration rules. If there are any subsequent additions or documentary requirements from the immigration authorities, RECEPTIVE SOLUTIONS will promptly communicate these changes. If the Client is unable to provide the necessary additional documents and indicates a desire to halt the process, it will be considered a withdrawal from the process.

CONSULTATION:

RECEPTIVE SOLUTIONS's Case Manager will address client inquiries via email within 2 business days. The time frame mentioned is a rough estimate, and RECEPTIVE SOLUTIONS will not be held responsible if these estimated time frames are not met for any reason. To ensure quality and precision, the Client's Case Manager may require additional time to respond to queries of a highly technical nature or those that necessitate validation from the Immigration or other relevant entities.

DISCLAIMER:

The Client acknowledges and understands that RECEPTIVE SOLUTIONS functions solely as an advisory service provider. This Client Service Agreement pertains specifically to the Client's documentation, immigration process, and visa approval. The Client also acknowledges and understands that all documents submitted to RECEPTIVE SOLUTIONS for immigration programs are legitimate scanned digital copies of the original documents in the Client's possession.

Furthermore, the Client must provide attested copies of the originals, which can be provided for verification if necessary. RECEPTIVE SOLUTIONS does not retain any original documents apart from those mandated by immigration authorities. The Client explicitly understands and agrees that RECEPTIVE SOLUTIONS bears no responsibility for the authenticity of the documents, work, or any other information provided by the Client.

RECEPTIVE SOLUTIONS COST: Kindly refer to Annexure-A.



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TERMS & CONDITIONS OF TERMINATION:

This CSA remains valid for **12 months** from the date of the Client's registration.

RECEPTIVE SOLUTIONS is entitled to terminate this CSA immediately and will provide NO refund where:

- If RECEPTIVE SOLUTIONS reasonably suspects that a third party, other than the Client, is attempting to access the service or information for personal or professional gain;
- If the Client's Case Manager determines that the Client has provided false or misleading information;
- If there is a lapse of 3 months without communication between the Client and the Case Manager;
- If the Client's behavior impedes the Case Manager's ability to continue providing the service(s);
- If the Client delays or refuses to make payment within 15 days of the due date at any stage of payment as outlined in "Annexure A".

REFUND POLICY:

All qualifying clients are protected by our refund policy. In the event that the Immigration rejects a client or refuses a visa, RECEPTIVE SOLUTIONS guarantees refund to the Client after deducting the government fees and our service charges. This refund will be issued within 90 business days following the client's submission of a Refund Claim Form to RECEPTIVE SOLUTIONS.

To support their Refund Claim, Clients must include a copy of the rejection letter from the consulate. Failure to provide a copy of the rejection letter or the rejection stamp on the passport will result in RECEPTIVE SOLUTIONS's inability to process the refund.

Additionally, the Client should include the refund request form and a copy of their payment receipt to RECEPTIVE SOLUTIONS. Any omission of these documents will render the Client ineligible for a refund.

Clients are entitled to claim a refund within the valid term of their CSA. All eligible refunds will be processed in accordance with our refund policy.

RECEPTIVE SOLUTIONS will provide NO refund for any of the following reasons:

1. Failure of the Client's medical examination or his/her family members included in application.



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2. Failure to provide a genuine Police Clearance Certificate, which is not less than 3 months old.
3. Failure to prove sufficient funds for settlement by the Client or his/her family members.
4. If the Client gets a Visa Rejection due to submission of incorrect, misleading, or fraudulent documentation or information to RECEPTIVE SOLUTIONS and government authorities.
5. Prior violation of any immigration or visa law by the Client or any of his or her family members.
6. Due to delay or late submission of any additional documents requested by RECEPTIVE SOLUTIONS during any stage of the immigration process or post landing.
7. If a visa interview is requested by the Immigration and the Client fails to attend or he/she provides any incorrect information during the interview.
8. Once the Job Application is lodged, and the Client decides to stall the process, there would be no refund.
9. If Client is non-compliant with the refund policy.
10. If the Client abandons his/her case before expiry of the CSA.
11. The fee is non-refundable for a part payment being made for the full service.
12. If the Client wants to discontinue after the Visa ID and Password generation.
13. In the event of change of any rule or regulations by any overseas immigration body, high commission, embassy or regulatory body and by result of this, RECEPTIVE SOLUTIONS is unable to further process Client's application.

LIABILITY:

The Client acknowledges and agrees that RECEPTIVE SOLUTIONS does not handle cases involving fraudulent documentation or information. The Client understands that RECEPTIVE SOLUTIONS has accepted their case based on the information provided, which is assumed to be accurate. RECEPTIVE SOLUTIONS is not held liable or responsible if the Client submits incorrect, misleading, or fraudulent documentation or information. RECEPTIVE SOLUTIONS operates under the assumption that all submitted materials are completely accurate and truthful.

IMPLICIT TERMS & CONDITIONS:

RECEPTIVE SOLUTIONS hereby disclaims all warranties, whether expressed or implied, statutory or otherwise, related to this CSA to the fullest extent permitted by law. This includes any warranty that the services provided under this CSA are suitable for a specific purpose. Client acknowledges that they have assessed and relied on their own abilities to determine if the services provided under this CSA meet their specific needs.



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In addition to all other provisions of this CSA, the parties agree that RECEPTIVE SOLUTIONS's total liability to the Client under any circumstances, whether pursuant to this CSA or otherwise, will be limited to either providing the service(s) in question or refunding the amount paid under this CSA in accordance with the refund policy.

The Client is prohibited from posting any negative or defamatory content, including posts, comments, or images, on any public domain, website, or social media platform that may harm the reputation of RECEPTIVE SOLUTIONS during or after the term of this CSA. Any violation of this provision will result in legal action and substantial penalties.

SERVICE DELIVERABLES:

- RECEPTIVE SOLUTIONS provides advisory services for consultation purposes only and is not responsible for providing any documentation, arranging funds, or acting as an authority for Visa approval or grant.
- We will ensure that our Clients receive timely updates on the immigration process, as well as any changes to immigration rules that may impact them.
- We offer guidance and counselling on documentation.
- We guarantee regular follow-ups with the Client throughout the process via emails and virtual meetings.
- We will follow up with the authorities after the Client's application has been submitted to the relevant agencies.
- We ensure that the Client's application is comprehensive in all aspects and that the Client's case is fully represented to the immigration authorities.

SCHEDULE OF SERVICES:

S. No.	SERVICE OFFERED	TIMELINES
1	SIGN UP	CONTRACT SIGNED DATE
2	JOB OFFER	90 – 120 DAYS POST SIGN UP
3	VISA STAMPING	AS PER EMBASSY TIMELINES

DISCLOSURE:

RECEPTIVE SOLUTIONS operates and is based in the INDIA, with its registered office located in INDIA. The laws of the INDIA government will govern the validity, interpretation, and



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execution of this CSA. Any disputes between the company and any individual regarding the company will be under the jurisdiction of the courts in INDIA, INDIA.

The undersigned parties below have read and agreed to be bound by this CSA as of the date indicated below.

ANNEXURE A Schedule of Fees for Luxembourg

The total amount for these services in 6,00,000 INR (including TAX):

S. No.	STAGES OF PAYMENT	AMOUNT PAYABLE BY THE CLIENT
1	SIGN UP	INR 50,000 + 18% GST
2	POST INTERVIEW	INR 2,50,000 + 18% GST
3	SALARY DEDUCTION	INR 3,00,000 + 18% GST

TERMS AND CONDITIONS:

1. TAX are applicable as per law.
2. All Relevant Authorities & Government fees are paid directly at actuals.
3. In case of not achieving desired result then the fee will be refunded as per refund policy.
4. Salary deduction amount to be in deducted six installments after three months of Joining.

PAYMENT OPTIONS:

1. Bank to Bank Transfer
2. Online Payment (link to be attached)
3. Alternative Payment
4. Cash/Cheque*/Credit or Debit Card (*Subject to Realization)