

Alpha T

Chase your dreams

Terms and Policies (CLIENTS)

Rules for Giving and Taking Orders (1.1)

1. **Order Rejection:**

For any reason, *OUR TEAM CAN REJECT THE ORDER*, and a cancellation message will be sent to the client's Gmail within 1-3 days. If the cancellation message is sent after 1-3 days, you will receive a free voucher worth 500 TK. The voucher will be valid for a fixed time and can be used on any future order.

2. **Payment Method:**

The payment process will be in three steps:

- The client must pay 50% of the total amount after the order is confirmed by the team.
- After receiving the project link from the team, the client must pay 30% of the remaining 50%.
- The final 20% must be paid within 3 days of receiving the order.

3. **Delivery Time:**

The product will be delivered to you within 10 days. However, the delivery time may vary based on the type of work. The final delivery date will be fixed in consultation between *ALPHA T* and the client.

4. **Order Modifications:**

Any modifications to the order after confirmation may be subject to additional charges. These changes must be communicated promptly to the team for accurate adjustments.

5. **Refund Policy:**

ALPHA T does not offer refunds once the order is confirmed. However, in case of a genuine issue or dissatisfaction with the product, the client may request a revision or modification based on the terms agreed upon.

6. **Order Completion and Closure:**

After the order has been delivered and the final payment made, the order will be marked as complete. No further modifications or complaints will be entertained once the order is closed.

7. **Revisions:**

Clients are allowed a maximum of two revisions to the final product after delivery. Additional revisions may incur extra charges based on the complexity of the requested changes.

8. **Service Disruption:**

If *ALPHA T* experiences any technical difficulties or disruptions that delay the order, clients will be notified immediately. A new delivery date will be arranged based on the circumstances.

9. **Cancellation by Client:**

If the client decides to cancel an order after the confirmation but before the final payment, a cancellation fee of 10% will be charged for administrative purposes. The remaining amount will be refunded.

10. **Minimum Order Value:**

ALPHA T has a minimum order value for all projects. The minimum order value is [specify amount]. Orders below this value may not be accepted.

11. **Late Payment Penalties:**

Payments that are not made within the specified time frame may incur a late fee of [specify amount or percentage]. Clients will be notified about any penalty charges.

12. **Custom Orders:**

Custom orders may have unique terms depending on the complexity and customization required. A separate agreement will be made to clarify specific terms related to custom orders.

13. **Account Suspension:**

If the client fails to follow the payment or delivery schedule, *ALPHA T* reserves the right to suspend or cancel the client's account and refuse further orders until the issue is resolved.

14. **Force Majeure Clause:**

In the case of force majeure events, such as natural disasters, acts of war, or technical failures, the delivery time may be delayed, and no claims for compensation will be entertained.

15. **Client Feedback:**

After order completion, clients are encouraged to provide feedback. This feedback will help *ALPHA T* improve services and will be taken into consideration for future projects.

16. **Unethical Behavior:**

Any form of unethical behavior, including but not limited to harassment, inappropriate language, or requests, will result in immediate termination of the order and possible account suspension.

17. **Third-Party Involvement:**

The client may not involve third parties in the completion of the order unless agreed upon by *ALPHA T* beforehand. Unauthorized third-party involvement may lead to cancellation of the project.

18. **Delivery Method:**

The delivery of the final product will be made through [specify method, e.g., email, website link, physical delivery]. Clients are responsible for ensuring they can access the delivery method.

19. **Product Ownership:**

Ownership of the intellectual property in the work product will be transferred to the client only after the full payment is made. Prior to full payment, *ALPHA T* retains the right to the intellectual property.

20. **Confidentiality Agreement:**

All client-related information will remain confidential and will not be shared with third parties except as necessary to complete the order or as required by law.

21. Data Protection:

ALPHA T is committed to protecting client data and ensuring its confidentiality. All personal data will be processed in accordance with applicable data protection laws.

22. Dispute Resolution:

In case of a dispute regarding the order or terms, the client and *ALPHA T* agree to first attempt mediation or negotiation. If this fails, the dispute will be resolved through arbitration in [specify location].

23. Non-Compete Clause:

Clients agree not to hire *ALPHA T* team members for similar services independently for a period of 1 year following the completion of an order.

24. Order Expiry:

If the client does not respond to any communication from *ALPHA T* within 30 days, the order may be considered expired, and any work in progress may be halted.

25. Legal Compliance:

Both the client and *ALPHA T* agree to comply with all relevant laws and regulations applicable to the services provided.

26. Non-Transferability:

Orders, vouchers, and agreements are non-transferable unless explicitly stated. Clients cannot transfer any rights or obligations under this agreement to third parties without prior written consent.

27. Limitation of Liability:

ALPHA T is not liable for any indirect, incidental, or consequential damages arising from the use of the product or service provided.

28. Right to Modify Terms:

ALPHA T reserves the right to modify these terms and conditions at any time. Clients will be notified of any major changes, and the revised terms will apply to all future orders.

29. Notification of Changes:

Any changes or updates to the terms and conditions will be sent to the client's registered email address. It is the client's responsibility to stay informed about these updates.

30. Entire Agreement:

These terms and conditions, along with any other policies mentioned by *ALPHA T*, represent the entire agreement between *ALPHA T* and the client. Any oral or written agreements that conflict with this agreement will be deemed invalid.

Additional Terms and Conditions

31. Currency:

All prices listed are in [specify currency] unless otherwise stated. The client is responsible for any applicable taxes or exchange rate fees.

32. Order Completion Notification:

Clients will receive a notification once their order is completed and ready for delivery.

33. Communication Platform:

All communication regarding the order, including requests and updates, must be

conducted via the designated platform (email, messaging app, etc.) provided by *ALPHA T*. Failure to use the correct channels may delay the process.

34. Security of Payment:

ALPHA T uses secure payment processing methods to ensure the safety of all transactions. Clients are responsible for providing accurate payment details.

35. Delayed Orders:

If the order is delayed for any reason, the client will be informed immediately, and a new expected delivery time will be provided.

36. Inspection of Work:

Clients must inspect the delivered work within 7 days. Any issues or discrepancies should be reported immediately for revisions.

37. Work Ownership and Rights:

Ownership of the work produced by *ALPHA T* will be transferred only after full payment is received. Prior to that, the rights to the work remain with *ALPHA T*.

38. Unpaid Orders:

Any orders that remain unpaid after 30 days from the scheduled payment date will be considered abandoned, and the project may be canceled without a refund.

39. Late Deliveries:

If a project is delivered later than the agreed-upon time frame, *ALPHA T* will work to resolve the issue, but no compensation or refunds will be provided unless otherwise agreed.

40. Urgent Orders:

Clients may request an urgent order for a premium fee. The team will assess whether the requested timeline is feasible and communicate any additional charges.

41. Email Communication:

Clients must regularly check their emails for updates regarding their order. Failure to respond promptly may lead to delays.

42. Digital Content Use:

Any digital content provided by the client for the purpose of the order must be legal and free of any copyright violations. *ALPHA T* will not be responsible for any legal consequences resulting from the use of illegal content.

43. Force Majeure Events:

ALPHA T is not liable for delays or non-delivery of orders due to unforeseen circumstances such as acts of God, war, natural disasters, or governmental actions.

44. Maintenance of Client Data:

Client data will be securely stored for the purpose of completing the order and will be deleted upon client request or after project completion.

45. Misrepresentation of Information:

Any false or misleading information provided by the client may result in order rejection or cancellation.

46. Contract Termination:

Both *ALPHA T* and the client may terminate the agreement at any time with written notice, but the client will be liable for payment for any work completed up until the point of termination.

47. Referral Program:

ALPHA T may offer a referral program where clients can receive a discount for referring new clients. Details of the program will be communicated separately.

48. Outsourcing of Work:

ALPHA T may outsource specific tasks to trusted third-party providers if needed to complete the order.

49. Technology and Software Compatibility:

It is the client's responsibility to ensure that the work delivered is compatible with their required platforms or systems.

50. Customer Support Hours:

ALPHA T provides customer support during business hours from [insert times]. Any inquiries outside of business hours will be responded to on the next working day.

51. Gift Vouchers and Coupons:

Gift vouchers and coupons may be issued by *ALPHA T* as part of a promotion or loyalty program. These must be redeemed within the specified time period and cannot be combined with other offers.

52. Quality Assurance:

ALPHA T maintains high standards of quality assurance. However, due to the nature of custom work, some variations may occur between client expectations and the final product.

53. Project Scope:

The scope of work will be clearly defined at the start of the project. Any additional requests beyond the initial scope may be subject to additional charges.

54. Payment Receipt:

Clients will receive a payment receipt once each payment is successfully processed.

55. Consultation Services:

ALPHA T offers consultation services for clients who may need additional guidance or clarification regarding their projects.

56. Exclusivity:

Clients may request exclusive services, meaning that *ALPHA T* will not undertake similar projects during the contract period. This request must be made at the beginning of the contract.

57. Feedback on Revisions:

Feedback on revisions should be provided within 3 days of receiving the draft. Failure to do so may result in delays.

58. Warranty on Work:

ALPHA T offers a warranty on work completed for a specified period. The warranty covers defects in the final product but does not apply to changes made after delivery.

59. Intellectual Property Disputes:

In case of any disputes regarding intellectual property rights, *ALPHA T* will work with the client to resolve the issue amicably.

60. Order Processing Time:

The processing time for new orders may vary based on the current workload. Clients will be informed of expected timelines before order confirmation.