

TERMS AND POLICIES

- **Timeline and Delays:**

- Project timelines provided are estimated and may vary depending on revisions, delays in content submission, or dependencies on the Client.
- If the Client fails to provide required materials, including content, images, or feedback, within two (2) days, the project may be temporarily paused.
- Projects that remain paused for more than ten (10) days may be subject to a reactivation fee before work resumes.

- **Content and Material Submission:**

- The Client shall provide accurate and complete text, images, documents, and other required materials within the agreed timelines.
- The Service Provider (FEAR) shall not be responsible for any copyright infringement or legal issues arising from materials supplied by the Client.
- If the Client requests the Service Provider to create, edit, or source content, such services shall be charged separately unless otherwise agreed in writing.

- **Communication and Feedback:**

- The Client agrees to respond to project updates, approvals, and revision requests within a reasonable timeframe, not exceeding forty-eight (48) hours.
- Any delays in communication or feedback from the Client's side may result in corresponding delays in the project delivery timeline.

- **Hosting, Maintenance, and Technical Support:**

- Costs related to hosting, domain registration, and third-party services are not included in the project fee unless explicitly stated in writing.

- After final project delivery, any ongoing technical support, updates, or maintenance shall be billed separately, unless covered under an agreed maintenance plan.
- **Acceptance of Terms:**
 - By confirming the project or making any payment, the Client agrees to all terms listed herein.
 - Services will commence only after acceptance of these Terms & Policies.
 - Any work done prior to formal acceptance is at the Client's risk.
- **Change Request Policy**
 - Any request beyond the agreed scope is a change request.
 - Change requests may affect pricing and delivery timelines.
 - Work on changes begins only after written approval.
- **Confidentiality & Data Protection**
 - All client data will be kept confidential by FEAR.
 - Information will be used only for project execution.
 - Confidentiality obligations continue after project completion.
- **Warranty Disclaimer**
 - Services are provided on an “as is” basis.
 - FEAR does not guarantee specific business results or revenue from the project.
 - Any suggested strategies or designs are professional recommendations; outcomes depend on implementation.
- **Termination & Cancellation**

- Either party may terminate the agreement if the other party breaches any material term.
- If the Client cancels after work has begun, 40% of the advance may be refunded.
- No refund is applicable once more than 50% of the project is completed.
- **Force Majeure**
 - FEAR is not liable for delays caused by events beyond reasonable control (natural disasters, system failures, government actions, etc.).
 - Such events may extend project timelines without penalty.
 - Both parties shall make reasonable efforts to resume work promptly.
- **Dispute Resolution**
 - Parties will attempt to resolve disputes amicably through discussion.
 - Unresolved disputes may be escalated to arbitration under Indian law.
 - Jurisdiction for legal proceedings shall be in the courts of India.
- **Amendments & Severability**
 - Any changes to this agreement must be made in writing and agreed by both parties.
 - If any provision is deemed invalid, the remaining provisions remain enforceable.