

Terms and Conditions - MACCEM SOLUTIONS

1. Company Overview

MACCEM SOLUTIONS is a professional civil engineering service provider specializing in:

Waterproofing

Tiles Leakage Solutions

Termite Control

Construction Consultancy

Green Net & Tarpaulin Sheet Installation

2. Scope of Services

We provide both residential and commercial solutions across Haryana, Punjab, Uttarakhand, Himachal Pradesh, Jammu and Kashmir, and Delhi NCR. Services are conducted by qualified engineers and trained technicians.

3. Booking & Scheduling

Clients can schedule services via phone, WhatsApp, or email. Bookings are subject to availability.

4. Payments

50% advance is required before service initiation.

Remaining 50% post-completion and client approval.

Payments can be made via UPI, bank transfer, or cash.

5. Warranty & Guarantee

Waterproofing & Termite Control services come with a 1-year service guarantee (unless otherwise stated).

Damages due to structural faults, natural calamities, or client misuse (such as improper cleaning or tampering) are not covered.

6. Cancellation & Refunds

Cancellations made 24 hours prior to scheduled service are eligible for a 90% refund.

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No refund if cancellation occurs on the day of service.

7. Client Responsibilities

Ensure accessibility to the work site.

Provide accurate information regarding previous repairs or treatments.

8. Liability Limitations

MACCEM SOLUTIONS will not be liable for damage caused due to misinformation or client delay in reporting issues.

9. Revisit Charges (Outside Warranty)

If a revisit is requested outside the warranty period, standard visit charges will apply depending on location.

10. Company Address

#401 Sector 9 Urban State, Ambala city