INDECIMAL — Customer Protection Policies, Quality System, and Guarantees (Internal Reference)
Version: 1.0
Audience: Support, Ops, Project Management, AI Assistant Knowledge Base
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1) Payment Safety & Stage Controls
Escrow-Based Payment Model (Concept)
- Customer payments are made to an escrow account.
- A project manager verifies stage completion.
- Funds are disbursed to the construction partner after verification.

Purpose: reduce financial risk for customers and improve transparency and trust.

2) Delay Management & Accountability
Zero-Tolerance Policy on Construction Delays (Operational Mechanisms)
Indecimal positions a system-driven approach to on-time delivery using:
- Integrated project management system
- Daily tracking of projects
- Instant flagging of deviations
- Automated task assignment
- Penalisation to reinforce accountability

3) Quality Assurance System
445+ Critical Checkpoints
- The quality system covers 445+ checkpoints across the construction lifecycle.
- Each construction phase is scored and audited for:
  - Structural integrity
  - Safety compliance
  - Execution accuracy
- Progress and quality metrics are described as accessible via a customer dashboard for visibility.

4) Maintenance Program (Post-Construction Support)
Zero Cost Maintenance Program (Coverage Themes)
The brochure describes a "zero cost maintenance" program intended to keep the home in good condition post-handover.

Examples of coverage areas mentioned:
- Plumbing, electrical
- Wardrobe, masonry, modular kitchen
- CP fittings, crack filling, tile support
- Roofing, painting
- External window & door maintenance

Note: Coverage details and terms may vary; treat as "program scope overview" unless a customer-specific contract states otherwise.

5) Financing Support (Customer Experience Positioning)
Indecimal positions assistance with home financing including:
- Dedicated relationship manager
- Minimal documentation (as positioned)
- Confirmation within ~7 days* and disbursal in ~30 days* (T&C / eligibility dependent)

6) Dedicated Team & Partner Onboarding

Dedicated Team Touchpoints (As Shown in Brochure)
Roles shown across the journey include:
- Expert advisor / liaisoning
- Relationship manager & architect
- Project manager & site engineer
- Interiors support
- Maintenance support

Partner Onboarding (Quality Gatekeeping)
A multi-stage process is described:
1) Ongoing and completed project verification of partner
2) Background and financial verification
3) Agreement signing between Indecimal & partner for SOP
4) Onboarding across Bangalore for build quality

7) Website-Level Customer Assurance Statements (High-Level)
The public website also highlights:
- 100% transparent pricing & process
- Real-time project tracking dashboard
- Fixed timelines with penalties for delays
- Branded materials and on-site checks
- Long-term maintenance and care plans
- Structural warranty positioning

(End of document)