**MaVionix Client Policy Guide**

**"Delivering with Intelligence. Powered by Trust."**  
**Version 1.0 – Effective July 2025**

**SECTION 1: INTRODUCTION**

### 1.1 About MaVionix

MaVionix is a modern technology and creative solutions company specializing in web development, AI integrations, digital design, automation, and branding services. Built with the mission to **merge intelligence with impactful design**, we work with startups, enterprises, agencies, and government bodies across India and abroad.

Our approach combines **clarity, agility, and scalability**. Whether it's building your digital presence, automating your internal operations, or designing creative experiences, we aim to deliver future-ready solutions that don’t just solve problems—but create new opportunities.

### 1.2 Purpose of this Policy

This **Client Policy Document** serves as a transparent guide for how MaVionix operates during every stage of a client relationship—from the first discovery call to final delivery and beyond. It lays out:

* Our service commitments and expectations
* Collaborative processes and responsibilities
* Revision, feedback, and approval protocols
* Ownership rights and support boundaries
* Our internal standards that ensure quality, timelines, and trust

This document is not a legal contract, but a **professional framework** designed to set mutual expectations and protect the integrity of the partnership.

### 1.3 Our Service Philosophy

At MaVionix, we operate by five core client-centric values:

1. **Clarity First:**  
   No jargon. No confusion. We communicate timelines, costs, and goals clearly from day one.
2. **Process-Driven Creativity:**  
   Innovation is only valuable if it’s organized. We follow structured processes in ideation, design, and development.
3. **Collaboration Over Assumption:**  
   We view every client not as a customer, but as a **collaborator**. Your input is integral at every phase of the project.
4. **Long-Term Thinking:**  
   Our deliverables are not built just to launch. They’re built to evolve with your brand, audience, and future.
5. **Ownership with Integrity:**  
   We take responsibility for what we build—technically, aesthetically, and ethically. We expect the same professional commitment from our clients.

### 1.4 What This Policy Covers

This policy applies to all projects, engagements, and retainers across the following MaVionix service categories:

* **Web Solutions**: Websites, portals, e-commerce, CMS platforms
* **AI & Automation**: Chatbots, smart workflows, business automation
* **Design & Branding**: Logos, UI/UX, marketing creatives
* **Digital & Marketing**: SEO, social media, landing pages, consulting
* **Maintenance & Support**: Website care plans, technical support, AMC

It defines **how we work**, **what we provide**, **what we expect**, and **how we handle issues**.

### 1.5 Scope of Use

Clients are encouraged to read this policy document thoroughly **before any engagement begins**. It will serve as a **guiding reference** during planning, execution, feedback, support, and post-launch phases.

Any clarifications regarding this policy can be addressed directly with your assigned project manager or account lead.

**SECTION 2: SERVICE ENGAGEMENT**

### 22.1 Discovery & Consultation

Before we begin any project, MaVionix initiates a **discovery phase** to fully understand the client’s business goals, challenges, target audience, and technical needs. This phase is critical in ensuring that our solutions are tailored, scalable, and aligned with long-term growth.

Typical discovery discussions include:

* Business background and product/service overview
* Key goals and performance indicators (KPIs)
* Target audience profile and user journeys
* Branding guidelines or creative preferences
* Technical requirements and platform preferences
* Budget and timeline expectations

Based on this, we prepare a customized **Proposal + Scope of Work (SoW)** document for review.

### 2.2 Proposal & Scope Finalization

Every project begins with a formal **Proposal Document**, which includes:

* Executive summary and objectives
* Clearly defined scope of services
* Technology stack or tools proposed
* Estimated project timeline and delivery milestones
* Payment structure and total cost
* Responsibilities of both parties
* Assumptions and dependencies (e.g., hosting, access, content)

Once the proposal is reviewed and approved, both parties sign a **Scope of Work (SoW)** agreement. This serves as the official start point for the project.

Work will only begin upon receipt of a signed SoW and the initial advance payment.

### 2.3 Client Onboarding

Upon confirmation, clients are onboarded via a structured process to ensure smooth execution:

* A **dedicated Project Manager** is assigned.
* A shared workspace (Slack/Notion/Google Drive) is created.
* Kickoff checklist and timelines are shared.
* All client assets (logo, brand files, existing content, logins) are collected.
* Communication preferences and weekly check-in schedule are established.

We believe in **making clients feel empowered**—not overwhelmed—throughout the collaboration.

### 2.4 Timeline & Milestone Management

We work in **defined milestones**. Each milestone includes:

* Tasks and deliverables
* Internal timelines
* Review windows
* Sign-off checkpoints

Delays caused by external factors (e.g., client feedback, dependencies like logins or content) may shift the overall timeline. If this occurs, clients are notified in advance.

**Standard project durations:**

* Branding Projects: 10–15 business days
* Web Design/Development: 3–6 weeks
* AI Automation & Chatbot: 2–4 weeks
* Marketing Campaigns: Ongoing/Retainer model

All timelines are flexible within reason and customized based on scope complexity.

### 2.5 Communication & Collaboration

Clear communication is central to our work.

* **Primary Channels**: Email, Slack/Notion, Google Meet (for calls)
* **Project Updates**: Weekly or milestone-based, as agreed
* **Urgent Support**: Via assigned team lead or escalation path
* **Feedback Windows**: 2–3 days recommended per milestone to stay on schedule

Clients will always have a **single point of contact** (SPOC) to ensure alignment and accountability.

### 2.6 Service Limitations

To protect quality and maintain focus, MaVionix operates under these limitations during a project:

* We do not accept last-minute or real-time design changes unless scoped.
* Projects with missing client inputs (content, logins) for more than 15 days may be paused.
* Unapproved third-party integrations or platforms not discussed during the onboarding may not be supported.

**SECTION 3: PAYMENT STRUCTURE**

### 3.1 Payment Structure

To ensure transparency and mutual commitment, MaVionix follows a milestone-based payment structure. The standard payment breakdown for most projects is as follows:

* **50% Advance Payment** – Payable at the time of project initiation (after SoW approval).
* **30% Mid-Milestone Payment** – Collected upon completion of major modules, such as design or development handoff.
* **20% Final Payment** – Due before final handover or live deployment.

No final deliverables, source files, or credentials will be released until the full balance is cleared.

**For Retainer Projects (e.g., AMC, digital marketing, social media management):**

* Payments are billed monthly in advance, on the 1st of every month.

### 3.2 Accepted Payment Methods

MaVionix supports multiple local and international payment modes for ease and flexibility:

#### Domestic Clients (India):

* UPI (Google Pay, PhonePe, Paytm)
* Bank Transfer (NEFT/IMPS/RTGS)
* Razorpay Invoice Payment

#### International Clients:

* Wise (formerly TransferWise)
* PayPal (only for small-ticket invoices)
* SWIFT Bank Transfer (on request)

All payment details are mentioned on the official invoice. Currency conversions (if applicable) must be borne by the client.

### 3.3 Invoicing & Documentation

* Invoices are shared **digitally in PDF format** with applicable tax details (GST for Indian clients).
* MaVionix invoices are typically raised at
  + Project Start
  + Mid-Milestone Completion
  + Project Completion

Recurring or subscription projects will have monthly invoices auto-generated or manually issued on request.

### 3.4 Late Payments

MaVionix values trust and timely collaboration. However, to maintain workflow integrity and fairness across projects, the following applies:

* A **5% late fee** may be added for invoices unpaid after **10 business days** from the due date.
* Projects with payments delayed beyond **14 days** may be **paused without further notice**.
* Projects with overdue payments beyond **30 days** may be **terminated permanently** unless reactivated with penalty clearance.

### 3.5 Refund Policy

Refunds are handled on a case-by-case basis and are only considered in the following scenarios:

* **Before project kickoff:**  
  80% of the advance amount is refundable if no work has begun.
* **After kickoff but before 50% completion:**  
  A partial refund may be granted for unexecuted milestones, after deducting hours worked and resource fees.
* **After 50% project completion:**  
  No refunds will be issued, as team time, strategy, and infrastructure are already committed.

Refunds are not applicable for digital services like consultation, third-party licenses, urgent deliverables, or design concept development once initiated.

### 3.6 Currency & Tax

* Indian clients will be billed in **INR** with **GST** applicable (currently at 18%).
* International clients are billed in **USD or local currency equivalent**, exclusive of any local taxes or processing fees.

All financial records are maintained and available upon request for corporate or audit purposes.

### 3.7 Payment Acknowledgment & Receipts

* Official payment receipts are issued within **24–48 hours** of successful transaction.
* Clients are advised to share **transaction screenshots or references** for quicker confirmation and recordkeeping.

This section ensures clients understand not only the expectations for timely payments but also the professionalism with which MaVionix manages its finances and project flow.

**SECTION 4: CLIENT COLLABORATION RESPONSIBILITIES**

At MaVionix, successful project outcomes are the result of **mutual accountability** and **proactive collaboration**. While we handle the strategy, design, development, and execution, we rely on our clients to fulfill specific roles and responsibilities that keep projects moving forward efficiently.

### 4.1 Timely Communication

We encourage all clients to maintain consistent communication throughout the project. This includes:

* **Responding to queries** within 1–3 business days
* **Joining scheduled review meetings** or calls
* **Raising concerns or blockers** as soon as they arise
* **Approving milestones promptly** so the next phase can begin

We work best when communication is two-way. Clear feedback and prompt responses help avoid delays and improve delivery quality.

### 4.2 Content & Asset Submission

Clients are responsible for providing the following assets unless explicitly included in the project scope:

* Brand elements (logo, tagline, color codes, fonts, etc.)
* Content (text for websites, social media, brochures, etc.)
* Product/service descriptions
* Company images, videos, or case studies
* Credentials (hosting, domain, admin logins, API keys)

All essential materials should be submitted **within the first 5–7 working days** after project kickoff.

### 4.3 Feedback & Revisions

To ensure projects remain on schedule, we follow a structured review system:

* Clients will be notified upon delivery of each milestone.
* A **review and feedback window of 2–3 business days** is expected per round.
* Feedback must be **clear, consolidated, and decisive.** Avoid fragmented or delayed inputs.

Each project includes a **limited number of revision rounds** (typically 2 per milestone). Additional or repetitive revisions beyond the scope may be chargeable.

### 4.4 Approval Process

Once a milestone or final draft is approved, it will be marked as **locked and finalized.** Any future requests for changes to previously approved deliverables will be considered as new tasks.

To avoid delays, clients are expected to:

* Provide approval in writing (email, WhatsApp, Notion, or Slack)
* Sign off on completion forms if required
* Clear associated milestone payments for further releases

### 4.5 Decision Maker Assignment

To streamline communication, MaVionix recommends clients assign a **primary point of contact (POC)** who:

* Can make final decisions
* Coordinates feedback internally
* Relays approvals without delays
* Maintains a direct link with the MaVionix project team

This eliminates confusion, prevents back-and-forth, and improves turnaround time.

### 4.6 Delay from Client-Side

If the project is held up due to delays in:

* Content or asset submission
* Design or milestone approvals
* Payment for ongoing work

MaVionix may choose to:

* **Pause the project temporarily**
* **Reschedule the timeline** based on team availability
* **Re-quote the project** if delay exceeds 30+ days

We understand that things happen—but consistent delays without communication affect resource planning and overall project health.

### 4.7 Confidentiality & Platform Access

Clients are expected to:

* Provide access to only verified platforms (e.g., hosting, CMS, marketing dashboards)
* Avoid sharing access credentials via insecure channels
* Notify MaVionix if any passwords or integrations are changed during the project period

We treat all shared information with strict confidentiality and encourage clients to do the same for project materials, concepts, and staging sites.

### 4.8 Scope Integrity

Clients are advised to stay aligned with the defined scope of work. If additional needs arise, MaVionix will:

* Assess feasibility
* Share a formal change request
* Recalculate time and cost accordingly

Scope clarity ensures quality delivery, avoids hidden costs, and keeps expectations realistic.

This section ensures that both MaVionix and the client operate as **collaborative partners**, with aligned roles and responsibilities, leading to more efficient and successful outcomes.

**SECTION 5: REVISION & APPROVAL PROCESS**

At MaVionix, we value precision, creativity, and client satisfaction. We also understand that ideas evolve as a project progresses. To balance flexibility with efficiency, we have a clear, structured revision and change request process in place.

### 5.1 Standard Revision Policy

Each project milestone includes a defined number of revision rounds to incorporate client feedback while maintaining momentum and team focus.

**Revision Guidelines:**

* **Design Projects**: Up to **2 revision rounds** per screen or creative deliverable
* **Web Development Projects**: Up to **2 UI/UX feedback rounds** before development lock
* **Marketing Assets**: 1–2 content and design tweaks depending on package
* **Chatbots/Automation**: 2 iterations of logic flow/response adjustment

A “revision round” refers to a single, consolidated list of changes submitted at one time.

### 5.2 What Qualifies as a Revision

Considered as a revision:

* Minor text/content edits
* Color/font/style tweaks
* Position adjustments in UI
* Small functional behavior fixes (e.g., button action, form labels)
* Adjustments based on original scope

Not considered as a revision:

* Changing design direction after approval
* Requesting new pages/screens/features
* Adding new integrations or platform changes
* Major rework due to change in business strategy
* Replacing previously approved content or layout

### 5.3 Revision Submission Guidelines

To keep the process efficient, clients are encouraged to:

* **Compile feedback in one document or email** (avoid fragmented suggestions)
* Provide **clear, specific instructions**
* Use references, screenshots, or screen recordings when needed
* Highlight **critical vs. optional** edits
* Send feedback within **2–3 business days** of receiving a draft

Delayed feedback may impact the project timeline. Inactivity beyond 10 business days may lead to project pause or rescheduling.

### 5.4 Final Approval & Lock

Once a deliverable is marked as **"Approved"**, it is considered locked and finalized.

* Any future changes requested on approved sections will be treated as **new requests**.
* These may require re-quotation or hourly billing, depending on complexity.

Final approval is given via email, message (WhatsApp/Slack), or formal sign-off document.

### 5.5 Change Request Process (Out-of-Scope)

If the client wishes to request additional work or functionality beyond the agreed Scope of Work (SoW), the following process will be followed:

1. **Client submits a written request** explaining the new requirement.
2. **MaVionix evaluates feasibility**, impact on timeline, and budget.
3. A formal **Change Request Document** is shared with:
   * Scope of the new task
   * Estimated timeline extension
   * Additional cost (fixed or hourly)
4. Work on the new scope begins **only after written approval and payment** of the revised quote.

### 5.6 Hourly Billing for Extra Changes

For projects where additional changes do not justify a new fixed quote, MaVionix offers hourly billing:

* Design/Creative: ₹1,000–₹2,000/hour (or USD equivalent)
* Development/Technical: ₹1,500–₹3,000/hour
* Strategy/Consulting: ₹2,500/hour and above

Detailed time logs can be provided on request for full transparency.

### 5.7 Revision Limits & Fair Usage

We believe in creative freedom and flexibility, but excessive revisions can cause:

* Timeline disruptions
* Increased costs
* Quality compromise
* Burnout among project teams

Hence, we kindly request clients to **respect the revision limits** set in the proposal. If additional inputs are likely, a flexible retainer or sprint model can be suggested instead of fixed-scope pricing.

This section ensures that MaVionix maintains a professional standard in its creative and technical workflows—while allowing for constructive and controlled collaboration.

**SECTION 6: INTELLECTUAL PROPERTY & BRANDING**

At MaVionix, we believe in **respecting creative rights**, **protecting client assets**, and **ensuring ethical transfer of deliverables**. This section defines who owns what, when, and how content, design, and code are handed over.

### 6.1 Ownership of Final Deliverables

Ownership of all final, approved project outputs is transferred to the client **only upon full and final payment** of the project.

What is transferred to the client:

* Website files (HTML, CSS, JS, PHP, etc.)
* Approved design exports (JPG, PNG, PDF, SVG, MP4, etc.)
* Final AI chatbot script/data flows
* Editable formats when included in scope (e.g., Figma, XD, Canva, etc.)

What is not automatically transferred:

* Raw design/editing source files (e.g., PSD, AI, After Effects, Illustrator, Sketch files)
* Internal frameworks, automation scripts, or proprietary tools developed by MaVionix
* Licensed third-party assets (stock photos, fonts, plugins) unless separately purchased

Clients can request editable/source files separately if agreed in the proposal or requested at an additional cost.

### 6.2 Licensed & Third-Party Assets

To maintain legal and creative standards, MaVionix ensures that all assets used in client work are properly sourced.

**For MaVionix-provided assets:**

* We use royalty-free, commercial-use licensed elements from trusted providers (e.g., Unsplash, Freepik, Envato).
* Paid stock licenses are billed separately unless included in the scope.

**For client-provided assets:**

* Clients are responsible for ensuring they have full legal rights to all logos, images, videos, fonts, or text they provide.
* MaVionix is not liable for any copyright infringement based on client-supplied content.

License certificates for premium assets can be shared with clients on request.

### 6.3 MaVionix Brand & Portfolio Rights

MaVionix reserves the right to showcase completed work as part of its portfolio, case studies, or promotional content unless:

* A **confidentiality clause** is signed
* The client sends a written request not to disclose the work publicly
* The work involves sensitive or protected data (e.g., government, health)

This helps us demonstrate our expertise and grow trust with future clients while always respecting non-disclosure commitments.

### 6.4 Proprietary Tools & Frameworks

In some cases, MaVionix may use custom-built:

* Automation scripts
* Code libraries
* Internal CMS templates
* Project management workflows
* AI-based training data pipelines

These remain the **intellectual property of MaVionix** unless explicitly sold or licensed to the client.

If the client requires exclusive ownership of such tools, a **buyout fee** or custom license can be arranged based on the scope.

### 6.5 File Storage & Delivery

All approved final deliverables will be shared via secure cloud links (Google Drive, Dropbox, or client-requested alternative). File sharing includes:

* Folder structure organized by project milestones
* Final files labeled clearly with version/date
* Zip archives when needed for easier backup

**File Retention Policy:**

* Files are stored on MaVionix servers for up to **60 days** after project completion.
* After this period, retrieval or re-uploading may involve a **₹1,000–₹3,000 recovery fee** (depending on size and complexity).

Clients are encouraged to download and backup all final files upon delivery.

This section ensures full transparency regarding ownership, licensing, and post-project access while protecting MaVionix’s creative and technical contributions.

**SECTION 7: SUPPORT & MAINTENANCE**

At MaVionix, our commitment to excellence doesn't stop at delivery. We ensure that your product continues to function optimally, stays secure, and evolves with your needs. This section outlines our support structure and maintenance offerings to help you confidently manage and grow your digital assets.

### 7.1 Complimentary Post-Launch Support

Every project delivered by MaVionix comes with a **30-day complimentary support period** starting from the official handover or go-live date.

**This support includes:**

* Bug fixes related to the delivered scope
* Minor layout or display adjustments
* Assistance with hosting or live deployment issues
* Troubleshooting errors encountered during standard usage

**This support does not include:**

* **New features or structural changes**
* **Content edits or creative redesign**
* **Issues arising from client-side edits, server changes, or third-party plugins not approved in the project scope**

Our goal is to stabilize your product in the real environment and ensure that everything works as intended after launch.

### 7.2 Extended Maintenance & AMC Plans

To keep your systems up-to-date, secure, and high-performing, MaVionix offers optional **AMC (Annual Maintenance Contract)** and **Monthly Maintenance Retainer Plans**.

**Typical AMC services include:**

* CMS, plugin, and security updates
* Security monitoring and vulnerability patching
* Performance tuning (speed, SEO health, broken links)
* Small content or UI updates
* Regular backups and restoration support
* Ongoing technical troubleshooting

**Why AMC is recommended:**

* Keeps your product aligned with the latest standards
* Reduces downtime, risk, and emergency costs
* Ensures you always have professional assistance when needed

**Support Priority Levels (in AMC):**

* Response within 24 hours (standard)
* Response within 6–12 hours (for critical issues in premium plans)

AMC pricing is based on project complexity and service scope. Custom plans are available for websites, AI tools, e-commerce stores, and SaaS platforms.

### 7.3 Training & Client Empowerment

We believe in empowering clients to manage their systems with confidence.

**Post-launch training includes:**

* 1–2 hour live training session on platform usage (e.g., WordPress, Shopify, CRM, chatbot editor)
* Admin panel walkthrough and content update demo
* Documentation and screen recordings as per project type
* One-time consulting on long-term management best practices

Training is recorded where possible for future reference by your internal teams.

### 7.4 Client Responsibility Post-Support

If you choose not to enter into an AMC or extended maintenance plan:

**You will be responsible for:**

* Running all updates (CMS, themes, plugins)
* Managing backups and uptime monitoring
* Server maintenance and DNS configuration
* Content and SEO updates
* Data and credential security

**Ad Hoc Support (if needed):**  
MaVionix can assist beyond the free support period on a need-basis, billed hourly or per task.

Standard support rates:

* Tech Support: ₹1,500–₹3,000/hr
* UI/UX Edits: ₹1,000–₹2,000/hr
* Strategy/Consulting: ₹2,500/hr+

All requests will be scoped and quoted before work begins. Emergency support is subject to team availability.

### 7.5 File & Access Retention

* Final deliverables are shared via secure cloud storage (Google Drive, Dropbox, or client’s preference).
* Files remain accessible for **60 days** post-completion.
* After this window, **archived file recovery may be charged** (₹1,000–₹3,000 depending on volume).

Ensure all files, logins, and backups are downloaded and stored securely after project closure.

**SECTION 8: TOOL & PLATFORM INTEGRATIONS**

MaVionix builds scalable, intelligent, and creative digital products using the best industry platforms, technologies, and third-party services. This section outlines how third-party tools are integrated into projects, the associated responsibilities, and licensing considerations.

### 8.1 Use of Third-Party Tools & Platforms

To enhance project efficiency, quality, and performance, MaVionix may integrate or rely on third-party platforms for:

* **Website CMS**: WordPress, Shopify, Webflow, Wix, Ghost
* **Chatbot & AI Tools**: Dialogflow, GPT-based APIs, ManyChat, Tidio
* **Hosting & Infrastructure**: Hostinger, AWS, Google Cloud, GoDaddy, Cloudflare
* **Analytics & Marketing**: Google Analytics, Hotjar, Facebook Pixel, Google Tag Manager
* **Email & CRM Tools**: Mailchimp, Zoho, Brevo, HubSpot
* **Design Platforms**: Figma, Adobe Suite, Canva
* **Automation Tools**: Zapier, Make (Integromat), Pabbly, Google Workspace APIs
* **Security Tools**: reCAPTCHA, SSL, Firewall plugins, Wordfence

These tools help deliver faster, more powerful results—but they often come with **terms of service and limitations** that both MaVionix and the client must honor.

### 8.2 Client Responsibility for Third-Party Accounts

In most cases, MaVionix builds your solution **using your own third-party accounts** for transparency and ownership. Clients are responsible for:

* Creating accounts with verified business credentials
* Maintaining login access and 2FA
* Ensuring valid subscription or license (when required)
* Updating payment methods or plans when expired
* Notifying MaVionix of credential changes

For privacy and legal compliance, MaVionix does not store sensitive client credentials beyond the project duration.

### 8.3 Free vs Paid Tool Usage

**Free tools** may have limitations such as branding, usage limits, or restricted features. For full capabilities, we recommend switching to **paid versions** based on project needs.

* Example: A free chatbot plan may support 100 users/month, while the paid version supports 1,000+
* Example: Free website hosting may show ads or have limited storage

MaVionix will inform clients if a paid upgrade is essential to meet project goals. Purchase is client’s responsibility unless included in the scope.

### 8.4 License Management & Renewals

If MaVionix uses third-party themes, templates, plugins, or media assets during project execution:

* All tools are either used under MaVionix developer licenses or are purchased separately for the client.
* If client-specific licenses are purchased, MaVionix will share access and license keys upon delivery.
* Clients are responsible for **renewing subscriptions annually** unless an AMC or Retainer plan includes license management.

License documents, receipts, and activation codes will be shared via your project folder or email.

### 8.5 Limitations & Liability

While we use verified tools, MaVionix is **not responsible for:**

* Downtime, bugs, or errors caused by third-party platform updates or outages
* Feature removal or pricing changes imposed by tool providers
* Tool-specific data loss due to service expiration or account suspension
* Service interruptions caused by unpaid renewals or usage limit breaches

In AMC plans, we proactively monitor and mitigate third-party risks where possible.

### 8.6 Custom Integrations & APIs

Some projects involve **custom APIs or complex integrations** (e.g., payment gateways, CRM syncing, webhook-based automation). In such cases:

* We will document each integration and its behavior clearly
* Clients must have verified API keys or tokens from service providers
* Ongoing updates or fixes to APIs (caused by provider changes) are not included in free support

If ongoing API monitoring or updates are needed, we recommend a support retainer or tech partnership model.

### 8.7 Ethical Use of Tools

MaVionix will never:

* Use cracked, pirated, or unauthorized versions of any platform
* Bypass official licensing systems
* Manipulate tool functionality in a way that violates terms of use

We maintain 100% ethical practices in technology usage to protect both our clients and our brand.

**SECTION 9: PROJECT HANDOVER & DELIVERY**

At MaVionix, we believe that a project is only truly complete when the client is fully equipped to manage, operate, and scale it. Our **handover and delivery process** is structured to ensure a smooth transition from development to deployment—with clarity, documentation, and ongoing support options.

### 9.1 Handover Criteria

A project is considered ready for handover when the following conditions are met:

* All milestones have been completed as per the signed **Scope of Work (SoW)**
* The client has reviewed and approved all final deliverables
* Full and final payment has been received
* Any agreed post-launch configurations (like deployment, domain linking, testing) are completed
* Credentials and access handover checklist is prepared

Only after meeting these conditions will the project enter the formal handover phase.

### 9.2 Deliverables Provided

At handover, MaVionix will provide all final assets and documentation in an organized format. These may include:

#### For Design Projects:

* Final design exports in agreed formats (PNG, JPG, PDF, SVG)
* Editable files (if included) — Figma, PSD, AI, Canva, etc.
* Style guide or brand board (if part of the package)

#### For Website or App Projects:

* Full frontend and backend codebase (HTML, CSS, JS, PHP, etc.)
* CMS login credentials (WordPress, Shopify, Webflow, etc.)
* Hosting, database, FTP, or cPanel credentials
* Deployment/launch confirmation and test reports
* Admin guide (PDF or video tutorial, if applicable)

#### For Chatbots / Automations / AI Tools:

* Bot flow map or JSON/XML export
* Admin panel access credentials
* Setup instructions or training session (if included)
* Pre-tested integrations and webhook details

All files are shared via Google Drive, Dropbox, or your preferred cloud system and organized by folders (e.g., Final Designs, Credentials, Docs).

### 9.3 Documentation & Training

To ensure client independence and ease of operation, MaVionix provides:

* **Admin usage guide** or walkthrough documentation
* **Screen recordings** of key processes (on request)
* **Live training session** (30–60 minutes depending on project scope)
* Setup instructions for tools like CMS, chatbot panels, analytics dashboards

This empowers your team to confidently manage and scale the product internally.

### 9.4 Acceptance & Closure

Once all final deliverables are shared and verified by the client, a **formal sign-off** is requested to close the project.

**Closure steps:**

1. Client confirms receipt and satisfactory review of all deliverables
2. Sign-off is provided via email or a project closure form
3. MaVionix archives the project folder for 60 days (for backup or recovery if needed)
4. Complimentary support (if applicable) begins from the day of handover
5. Future support or maintenance transitions into AMC or hourly model (if agreed)

If the client does not raise any issues within 5 business days of delivery, the project is considered accepted and closed.

### 9.5 Timeline for Delivery

* Handover typically occurs within **2–3 business days** after final approval and payment
* For large or complex projects, delivery may take up to **5–7 working days** including documentation, access control, and migration tasks
* Urgent handovers are possible with prior notice and additional support arrangements

### 9.6 Post-Handover Support

As per MaVionix policy (see Section 7), all projects come with **30 days of complimentary support** for bug fixes and functional assistance. For continued partnership, clients can enroll in:

* Annual Maintenance Contracts (AMC)
* Monthly Retainer Plans
* Task-based Support (on hourly rates)

### 9.7 Handover Limitations

MaVionix ensures full delivery of agreed scope items, but we do not:

* Guarantee compatibility with unapproved third-party plugins or external edits
* Provide handover for incomplete or unpaid projects
* Include access to internal templates, plugins, or frameworks developed in-house (unless licensed)

This section ensures that MaVionix delivers your project not just as a service—but as a complete, operational asset—with clarity, control, and confidence.

**SECTION 10: CLIENT EDUCATION & TRAINING**

At MaVionix, we believe in not just delivering high-quality digital products—but also **empowering our clients to use them effectively**. Education is a key part of sustainable digital success. This section outlines how we train, guide, and support clients in becoming confident and independent in managing their delivered solutions.

### 10.1 Training Sessions

Depending on the nature of the project, MaVionix offers **guided training** to ensure clients can operate and maintain their systems confidently.

**Live training includes:**

* One-on-one walkthrough of admin panels (e.g., WordPress, Shopify, CRM, chatbot builder)
* Demonstration of key workflows like updating content, creating posts/products, managing leads, or handling orders
* Q&A session to resolve client doubts during the session
* Recording of the session (if on Google Meet or Zoom) for future reference

Training is scheduled post-handover and limited to 1–2 sessions depending on scope. Additional training can be arranged at standard hourly rates.

### 10.2 Access to Documentation

MaVionix provides **project-specific documentation** where needed to simplify platform usage, workflows, and custom features.

Documentation may include:

* Admin usage guides (PDF/Notion format)
* Step-by-step content management instructions
* Plugin/module usage notes
* Maintenance and troubleshooting checklists
* Custom feature explanations

All documentation is delivered via your shared project folder or Notion portal (if used).

### 10.3 Recorded Tutorials (On Request)

For teams with multiple users or for recurring reference, MaVionix can provide **short video tutorials** on how to manage key functions.

Examples:

* Updating website banners, blogs, or products
* Managing chatbot scripts or integrations
* Checking analytics dashboards
* Editing design templates (on Canva, Figma, etc.)

Videos are hosted privately or shared via Google Drive. A great resource for training new staff.

### 10.4 Support for Internal Teams

MaVionix is happy to support and collaborate with your internal team, marketing agency, or IT department to ensure continuity and proper use of your delivered solution.

**We can:**

* Onboard internal stakeholders on tools and access
* Brief your marketing or SEO teams on platform capabilities
* Coordinate with your tech partners for future integrations
* Explain code logic or framework structure (if applicable)

We act as your partner, not just your service provider.

### 10.5 Best Practices & Ongoing Guidance

Beyond training, we also share relevant industry insights and practical tips tailored to your digital product.

This may include:

* SEO content suggestions
* UX improvement tips
* Lead conversion strategies
* Security hygiene and user access protocols
* Platform upgrade timelines and plugin suggestions

Clients enrolled in AMC or Retainer Plans receive quarterly recommendations and optional growth audits.

### 10.6 Optional Client Resources Library

For long-term value, MaVionix can provide or develop a **customized client resource kit**, which includes:

* Your own Notion wiki or dashboard with all project assets
* Frequently Asked Questions (FAQs)
* Editable content templates
* Digital growth checklist
* Post-launch roadmap

This toolkit serves as your internal digital operations playbook—great for onboarding new team members or scaling faster.

### 10.7 Limitations & Boundaries

While we offer extensive education support, please note:

* Client education is limited to the tools and platforms delivered under the project scope
* MaVionix is not responsible for training on unrelated third-party services or proprietary platforms unless previously agreed
* Deep-dive workshops, team onboarding sessions, or consultation-heavy training may be billable separately.

## SECTION 11: COMMUNICATION & PROJECT MANAGEMENT TOOLS

At MaVionix, we believe that **clear, timely, and structured communication** is key to project success. To ensure efficient collaboration, we use proven tools and protocols for project tracking, feedback collection, file sharing, and stakeholder communication.

### 11.1 Primary Communication Channels

All official client communications occur through selected platforms to ensure transparency, continuity, and traceability.

**Approved channels include:**

* **Email** (for formal updates, approvals, documentation, and invoicing)
* **WhatsApp / Slack** (for quick updates, daily check-ins, and minor clarifications)
* **Scheduled Calls** (Google Meet or Zoom for discussions, demos, and training)

All milestone approvals and financial matters must be confirmed via email or written format.

### 11.2 Project Management Tools

To streamline planning, progress tracking, and accountability, MaVionix uses project management systems for all major client engagements.

**Common platforms include:**

* **Notion** – Project dashboard, task status, timelines, deliverables
* **Trello / ClickUp** – Kanban-based task tracking
* **Google Calendar** – Meeting invites, milestone deadlines
* **Google Sheets** – Checklists, content trackers, revision logs

Clients are given **view-only or collaborator access** as needed.

You’ll always know what’s happening, what’s due, and where we are in the process.

### 11.3 File Sharing & Asset Management

We maintain secure and organized file management for all project assets using cloud-based tools.

**Shared platforms include:**

* **Google Drive** – Final deliverables, design exports, documentation
* **Dropbox or OneDrive** – Alternate file storage (on request)
* **Loom** – Quick walkthrough videos and tutorials
* **Figma / Canva** – Collaborative design files and feedback (comment mode access)

All assets are neatly labeled by phase and version for easy reference.

### 11.4 Feedback & Approvals Protocol

Feedback is most effective when structured and timely. Here’s how we manage it:

* Clients provide **consolidated feedback** per milestone
* Feedback should be submitted **in writing or tracked documents** (Google Docs, Notion, PDF comments)
* Final approvals are required for each major phase before the next begins
* Response Time Window: Ideally within **2–3 business days** for each review round

Delays in feedback or approvals may impact timelines and shift delivery dates.

### 11.5 Weekly or Bi-Weekly Updates

Depending on the project’s size and complexity, MaVionix will provide:

* **Weekly status updates** via email or Notion
* **Demo walkthroughs** at key stages (design approval, development, testing)
* **Sprint-based delivery** for long-term or modular projects

Clients are encouraged to join sprint reviews, provide feedback on time, and raise blockers early.

### 11.6 Emergency Communication

For urgent issues (e.g., site down, critical bug, security risk), clients may:

* Mark the email as “URGENT” in the subject line
* Contact the assigned project manager or support lead directly on WhatsApp
* Use priority support numbers (provided in AMC or Retainer agreements)

Non-critical issues should be addressed during working hours to avoid resource conflicts.

### 11.7 Working Hours & Availability

**Standard Business Hours:**  
 Monday to Friday | 10:00 AM – 7:00 PM IST  
 Weekends & public holidays are non-operational (except for emergency support in AMC plans)

Meeting slots must be **booked 24 hours in advance** and may require calendar confirmation from the MaVionix team.

### 11.8 Client Communication Expectations

We request clients to follow these best practices to ensure smooth collaboration:

* Designate **a single Point of Contact (POC)** to streamline approvals
* Avoid fragmented instructions across platforms
* Maintain professionalism and response timelines
* Raise feedback in clear, objective, and constructive terms
* Use structured formats for content delivery (Google Docs, Spreadsheets, etc.)

A project succeeds not just because of great execution—but because of great communication.

.

## SECTION 12: CONFIDENTIALITY & DATA PROTECTION

At MaVionix, safeguarding your data, intellectual property, and business confidentiality is a foundational principle. We are committed to handling all client information with the utmost care, professionalism, and legal responsibility.

### 12.1 Confidentiality Commitment

MaVionix agrees to keep all information shared by the client strictly confidential.

This includes, but is not limited to:

* Business documents, strategies, reports
* Client/customer data, internal communication
* Product plans, marketing materials, sales strategies
* Custom tools, source code, logic flows
* Login credentials, access tokens, proprietary data

All such data will be used strictly for project execution and not disclosed to any third party without written permission.

### 12.2 Non-Disclosure Agreement (NDA)

Clients may request a formal **Non-Disclosure Agreement (NDA)** before project initiation.

* MaVionix is open to signing mutual NDAs
* We also provide our own NDA template (upon request)
* All team members involved in the project are internally bound by confidentiality agreements and professional conduct policies

Signing an NDA is optional but encouraged for high-sensitivity or enterprise-level projects.

### 12.3 Data Access & Storage

All client files, credentials, and project-related data are stored securely during the active project period.

* Stored in encrypted cloud folders (Google Drive, Notion, or project tools)
* Access is restricted to only essential team members
* Periodic audits ensure no unauthorized data retention or download
* All critical access credentials are deleted from MaVionix systems within **15 days after project closure**, unless part of AMC

Clients may request complete data deletion confirmation post-project.

### 12.4 GDPR & Global Data Compliance

For clients operating in regions with strict data protection laws (such as GDPR, CCPA, etc.):

* MaVionix complies with reasonable privacy policies regarding PII (personally identifiable information)
* We avoid storing or accessing sensitive end-user data unless explicitly agreed
* All user-facing tools built by MaVionix (e.g., websites, forms, chatbots) can include cookie consent, privacy disclaimers, and user data protection practices as per compliance requirements

We do not process or sell any client or end-user data under any circumstance.

### 12.5 Third-Party Tools & Confidentiality

When working with external platforms (e.g., hosting, analytics, marketing software), MaVionix ensures:

* Tools are trusted, verified, and industry standard
* Only authorized personnel connect or configure them
* We do not share client credentials with vendors unless directed in writing

Responsibility for third-party data usage lies with the platform itself. MaVionix only facilitates setup and usage.

### 12.6 Intellectual Property Security

Any custom logic, branding, or strategies developed for the client:

* Are treated as the client’s intellectual property (after final payment)
* Are not reused for other clients without written permission
* Are stored with limited access and secure tagging

Our systems are designed to protect originality, competitive advantage, and brand integrity.

### 12.7 Team Confidentiality

All MaVionix employees, collaborators, and subcontractors:

* Are subject to strict internal confidentiality contracts
* Are trained in professional ethics and non-disclosure compliance
* Work only under the MaVionix framework—no external party has access to sensitive data without layered permission

### 12.8 Breach Handling & Escalation

In the rare event of a security concern or data breach:

* The client will be notified within **24 hours** of detection
* A root-cause analysis and mitigation plan will be shared
* Full transparency will be maintained throughout the process
* MaVionix will cooperate with the client’s IT or legal team if necessary

This section builds client confidence that MaVionix protects all your information as if it were our own — with robust controls, legal integrity, and secure delivery standards.

## SECTION 13: DISPUTE RESOLUTION & LEGAL JURISDICTION

MaVionix is committed to maintaining transparent, fair, and collaborative relationships with its clients. However, in the unlikely event of a disagreement or dispute, the following policies apply to ensure a professional and lawful resolution process.

### 13.1 Amicable Resolution First

Before taking any legal route, both MaVionix and the client agree to:

* Make every effort to resolve disputes through open dialogue and mutual understanding.
* Allow at least **15 business days** for informal negotiations and written communication to resolve concerns.

We prioritize cooperation and believe most issues can be resolved without litigation.

### 13.2 Scope of Dispute

This policy applies to disputes arising from:

* Project scope misunderstandings
* Timeline delays
* Payment disagreements
* Intellectual property concerns
* Service quality or delivery disputes
* Breach of contract or communication breakdowns

### 13.3 Formal Escalation

If resolution is not achieved through mutual discussion:

* A **formal written complaint** must be submitted via email with clear documentation of the issue
* MaVionix will acknowledge the complaint within **3 business days**
* A senior representative or project advisor will be assigned to mediate
* A written resolution proposal will be offered within **10 business days**

### 13.4 Mediation & Arbitration (Optional)

If either party seeks neutral involvement, both sides may agree to:

* Appoint a third-party professional **mediator**
* Engage in **arbitration** through a recognized legal or business body in India
* The cost of mediation/arbitration will be shared equally unless otherwise agreed

MaVionix supports fast-track dispute resolution through ethical and professional methods.

### 13.5 Legal Jurisdiction

In the event that legal proceedings are necessary:

* The agreement between MaVionix and the client shall be governed by the laws of **India**
* Legal jurisdiction shall fall under the **courts of Delhi, India**
* Any legal filings, proceedings, or judgments will be interpreted under Indian contract law

### 13.6 Limitation of Liability in Disputes

Unless otherwise specified in the agreement:

* MaVionix’s total liability shall not exceed the total value of the project invoiced to the client
* No party shall be liable for indirect or consequential damages (e.g., loss of data, profits, or business opportunity)

### 13.7 Force Majeure Clause

Neither MaVionix nor the client shall be held responsible for delays or failures due to causes beyond reasonable control, including:

* Natural disasters (earthquakes, floods)
* National or regional lockdowns
* Internet or power outages
* Political unrest or government regulations

In such cases, timelines may be extended or contracts temporarily paused with mutual agreement.

This section ensures that all conflicts are handled **professionally, respectfully, and within legal frameworks**, upholding fairness for both parties.

## POLICY COMMITMENT

At MaVionix, our policies are not just documents—they are commitments rooted in integrity, transparency, and mutual success. We are dedicated to delivering high-quality digital solutions while maintaining professional ethics, secure practices, and strong client relationships.

By defining clear policies and setting expectations upfront, we aim to:

* Build trust and accountability
* Ensure fair and respectful collaboration
* Protect the interests of both MaVionix and its clients
* Foster a long-term partnership mindset

These policies apply to all projects and partnerships unless otherwise specified in a mutually signed agreement. Each section has been designed to reflect real-world experience, industry standards, and a proactive approach to digital collaboration.

Our commitment is not only to deliver great work—but to stand by it with clarity, support, and responsibility.