

Terms & Conditions (T&C) – App Service

**Last Updated:** 11-12-2025

**These Terms & Conditions (“Terms”) govern your access and use of our application (“App”, “Service”, “we”, “us”, “our”).**

By using the App, you agree to be bound by these Terms.

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## **1. Acceptance of Terms**

By downloading, installing, or using the App, you:

- Accept these Terms
- Agree to comply with all applicable laws (including DPDP Act 2023)

If you do not agree, please stop using the App immediately.

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## **2. User Account & Registration**

To use certain features, you must provide:

- **Email ID** (for login and communication)
- **City** (for user statistics only)

You agree to:

- Provide accurate details
- Not create multiple fake accounts
- Maintain the confidentiality of your account

You are responsible for all activity under your account.

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## **3. Payments & Billing**

We accept All Kinds of payments Including UPI/QR Code Scan & Pay, Credit/Debit etc.

### **3.1 Payment Confirmation**

- After payment, you will receive a confirmation via email.
- You must ensure the email ID provided is valid.

### **3.2 No Sensitive Info Collected**

We **do NOT** collect:

- UPI PIN
- Bank account details
- We use **third-party payment gateways** to process all payments made through our application. These external payment processors collect and process your payment details directly, and we **do not store or have access to your full payment information** (such as card numbers, UPI PIN, or bank credentials).

All transactions occur through your chosen UPI app's secure environment.

### 3.3 Failed or Pending Payments

If your payment fails or remains pending, access to paid features may be withheld until confirmation.

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## 4. Use of the App

You agree **NOT** to:

- Engage in misuse, hacking, reverse engineering, or unauthorized access
- Upload harmful content (viruses, malicious code, etc.)
- Use the App for illegal activities
- Violate intellectual property rights
- Share false payment screenshots or details

We may suspend or terminate your access without prior notice for violations.

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## 5. Data Collection & Privacy

We collect:

- Email ID (for login & communication)
- City name (for user count only)
- Payment reference details (UPI transaction ID)

Our data usage follows the **Digital Personal Data Protection Act (DPDP Act) 2023**.

Refer to our **Privacy Policy** for full details.

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## **6. Subscriptions / Paid Features**

If your App includes paid features:

- Access is granted only after successful payment
  - Duration or validity will be mentioned separately
  - Prices may be updated without prior notice
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## **7. Refund & Cancellation Policy**

- All payments are **non-refundable** unless a duplicate/incorrect charge occurs
- Refunds (if approved) will be processed within **7-10 working days**
- Users must provide valid proof (e.g., transaction reference)

A detailed Refund Policy has been provided separately.

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## **8. Intellectual Property**

All content in the App, including:

- Design
- Text
- Images
- Code
- Features

is the property of **Vidura Infotech LLP**.

Users cannot copy, redistribute, modify, or use content without written permission.

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## **9. Service Availability & Updates**

- We may update, modify, or discontinue features without notice
  - The App may experience downtime due to maintenance or technical issues
  - We are not liable for service interruptions
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## **10. Limitation of Liability**

We are **not responsible** for:

- UPI/payment failures caused by banks or third-party apps
- Data loss due to technical issues
- Damages arising from misuse of the App
- Losses caused by inaccurate information entered by the user

You use the App at your own risk.

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## **11. Termination**

We may suspend or terminate your access if:

- You violate these Terms
- Provide fraudulent information
- Abuse or misuse the App

You may stop using the App at any time.

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## **12. Governing Law (India)**

These Terms are governed by the laws of **India**.

Any disputes will be handled under the jurisdiction of courts in **Hyderabad**.

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## **13. Contact Us**

For support, queries, or complaints:

 [support@vidurainfotech.com](mailto:support@vidurainfotech.com)

 **Vidura Infotech LLP**

 **Hyderabad, India**