

## # 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