

# INDECIMAL – Customer Protection Policies, Quality System, and Guarantees (Internal Reference)  
Version: 1.0  
Audience: Support, Ops, Project Management, AI Assistant Knowledge Base  
Last Updated: 2025-12-21

## 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)