

UDIN.in - Detailed Mandatory Policies

Prepared by DialMyCA Private Limited

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1. Pricing Policy

At uдин.in, we ensure complete transparency in pricing. Our pricing model is structured to suit multiple document types and compliance requirements.

Scope

- Prices are quoted in Indian Rupees (INR).
- Applicable GST will be added wherever required.
- All service charges are listed clearly on the website.

Service Charges

- Statutory Audit (turnover slabs)
- Tax Audit
- Balance Sheet (final & provisional)
- Auditor Appointment, ROC, Certificates, etc.

Payment Terms

- 100% advance payment is required for all services.
- Payments are processed through Razorpay or other RBI-approved payment gateways.
- No hidden charges—if any additional charges apply, they are disclosed before checkout.

Pricing Revision

- Prices may be revised from time to time without prior notice.
- Revised pricing does not affect already-paid jobs.

2. Shipping / Delivery Policy

As udin.in is a digital platform, no physical delivery is involved.

Service Delivery

- Uploaded documents are verified and signed digitally.
- Final signed documents are delivered in PDF format through the user dashboard.

Turnaround Time

- Standard documents: 24–72 hours.
- Complex/manual jobs: up to 7 business days.
- Any delays beyond timelines will be notified to the user via email/SMS.

Tracking & Communication

- Each job gets a unique work ID.
- Users can track real-time progress: Uploaded → Verified → Signed → Downloadable.
- Status notifications are sent by SMS, email, and dashboard alerts.

3. Terms & Conditions

Acceptance

By using udin.in, you agree to abide by these terms. If you do not agree, please discontinue use.

User Obligations

- Provide genuine documents. Fake or fraudulent submissions will lead to termination and legal action.
- Maintain confidentiality of your login credentials.
- Ensure timely payment to avoid delays in services.

Scope of Services

- UDIN.in acts as a facilitator of document verification and signing.
- Responsibility is limited to delivering verified and digitally signed files.
- We do not represent or guarantee acceptance of documents by external authorities/regulators.

Payment Terms

- Payments are non-transferable.
- Refunds, if applicable, are subject to the Refund Policy.

Limitation of Liability

- UDIN.in shall not be liable for indirect, incidental, or consequential damages.
- Our maximum liability is limited to the amount paid for the disputed service.

Prohibited Activities

- Uploading malicious, offensive, or fraudulent content.
- Attempting to hack, reverse-engineer, or misuse the platform.

Governing Law & Jurisdiction

- Governed by the laws of India.
- Jurisdiction lies with courts in Kolkata, West Bengal.

4. Privacy Policy

Information We Collect

- Personal details: Name, contact number, email, address.
- Uploaded documents for signing.
- Payment details (handled by third-party gateway, not stored by us).
- Technical data (IP address, browser, device info).

How We Use Data

- Verify and authenticate documents.
- Deliver services and provide updates.
- Process payments securely.
- Internal research, audits, and compliance.

Data Protection Measures

- Encrypted data storage and transfer.
- Access to data restricted to authorized staff only.
- Multi-level authentication for document vault access.

User Rights

- Right to access and download stored documents.
- Right to request deletion of personal data (except regulatory records).
- Right to withdraw consent at any time (services will stop accordingly).

Third-party Sharing

- We do not sell user data.
- Data may be shared with regulators, government bodies, or courts if required by law.

Cookies Policy

- We use cookies for analytics, session management, and better UX.
- Users can disable cookies via browser settings.

5. Cancellation & Refund Policy

Cancellation Policy

- Cancellations are allowed only before document verification starts.
- Once verification or signing begins, cancellation is not possible.

Refund Conditions

- Full refund: If service cannot be provided due to internal/system error.
- Partial refund: If only part of the service is delivered (case-by-case).
- No refund: If user submits wrong/incomplete documents or cancels after processing starts.

Refund Process

- Refund requests must be raised via support@udin.in within 7 days of payment.
- Refunds are processed within 7–10 business days to the original payment method.

Exceptions (Non-Refundable)

- Customized/manual services once initiated.
- Cases of misuse, fraud, or breach of terms by the user.

Dispute Resolution

- Users should first approach customer support.
- If unresolved, disputes shall be settled under Indian Arbitration Act, 1996.