ACCOUNTGST ERP SOFTWARE – TERMS, SLA, REFUND POLICY & PRIVACY POLICY

Gridsonlab Private Limited

Registered Address: 26, Jasmine Park, Treasure Town Road, Near Bijalpur, Indore (M.P.) 452012

Jurisdiction: Indore, Madhya Pradesh

1. Acceptance of Terms

By using AccountGST ERP, you agree to all terms and related policies.

2. License & Usage Rights

A limited, non-transferable license is provided. Reverse engineering, redistribution, or misuse is prohibited.

3. Intellectual Property

All software components and branding belong solely to Gridsonlab.

4. Subscription & Pricing

Yearly subscription must be paid in advance. Charges are final except for the initial refund period.

5. Refund Policy (30 Days)

A full 100% refund is available within 30 days of FIRST PURCHASE of AccountGST software.

No refunds apply after 30 days or on renewals, upgrades, or add-ons.

6. Data Protection

Data is securely stored on cloud servers. Customer is responsible for accuracy, access control, and backups.

7. Service Level Agreement (SLA)

Critical Issues: Response in 4–6 hours

High Priority: Response in 12 hours

Medium: 24 hours

Low: 48 hours

Resolution timelines depend on complexity and third-party dependencies.

8. Privacy Policy

Customer data remains the property of the customer. No data is shared or sold to third parties. Access is only for technical support or system analysis.

9. Third-Party Integrations

Gridsonlab is not responsible for downtime or issues caused by government portals, APIs, SMS or email gateways.

10. Limitation of Liability

No liability for loss of profits, business interruption, or consequential damages. Maximum liability is the subscription fee of the last 12 months.

11. Customer Responsibilities

Customer must ensure proper usage, correct data entry, and trained staff.

12. Suspension & Termination

Services may be suspended for misuse or non-payment. Data may be permanently deleted after extended non-renewal.

13. Feature Updates

AccountGST may update features without notice. Some enhancements may be chargeable.

14. Legal Compliance

Customer must ensure compliance with laws regarding tax, invoicing, and data handling.

15. Governing Law

All disputes fall under the courts of Indore, Madhya Pradesh.

16. Consent

Using the software implies full acceptance of all terms, SLA, refund policy, and privacy policy.