

Terms of Business

Effective Date: 01-09-2025

Last Updated: 18-12-2025

These Terms of Business (“Terms”) govern your access to and use of the products and services provided by MINDVERSE CONSULTING SERVICES LIMITED (“Company,” “we,” “us,” or “our”) through our website and digital platforms. By purchasing, accessing, or using our software licenses and support services, you (“Customer,” “you,” or “your”) agree to be bound by these Terms.

1. Scope of Services

- We provide software-as-a-service (SaaS) licenses and remote support packages delivered electronically.
- All licenses are issued via email, and support is provided through secure internet-based channels.

2. Account and Access

- You must provide accurate and complete information when creating an account or placing an order.
- Your email address is important for us to deliver license key electronically and provide support/services to you.
- You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account.

3. Duration of the engagement

- Until otherwise specified, all type of engagement i.e., license usage duration or support services duration are typically 12 months long from date of commencement of the agreement.
- All types of engagement shall be renewed automatically for next 12 months.
- Renewal can be cancelled by providing written advance notice to the other party three months prior to the expiry of the current engagement duration.
- No live engagement can not be terminated by the either side before the expiry date unless mutually written consent between the parties.

4. License Terms

- Licenses are granted on a non-exclusive, non-transferable basis and are subject to the specific terms outlined in the product description or license agreement.
- Unauthorized sharing, resale, or duplication of license credentials is strictly prohibited.
- Usage of licenses is subject to OEM's terms and conditions.

5. Support Services

- All the scope of support services are governed by a separate agreement or SoW signed by both parties.
- Customer shall provide SPOC (Single Point Of Contact) for MINDVERSE, who can raise support tickets on behalf of customer's user community and accepts resolution of the support ticket from MINDVERSE, on behalf of the customer's user community.
- Support is provided remotely and may include technical assistance, troubleshooting, and configuration guidance.
- You are responsible for ensuring adequate internet connectivity and system compatibility to receive support.
- There is no free setup service of licenses, unless agreed in writing by both parties. All such services are part of support service agreement.

6. Pricing and Payment

- All prices are listed in local currency and excludes applicable taxes unless stated otherwise.
- Payment must be completed before delivery of any license or activation of support services.
- Delivery of licenses or support services are subject to realisation of 100% revenue in advance.
- OEM changes their pricing and we update the pricing on a monthly basis on our portal or advertisement platform. As we need advance payment for any kind of business and at the time of invoice, we will refund any excess already paid by the customer or we will demand any excess amount from the customer before the delivery of licenses or services.
- Prices mention in our invoice remain fixed for 12 month from the date of the invoice till expiry of the agreement, when customer signs off the agreement with a specified time period from the date of invoices.

7. Delivery

- All products are delivered electronically. No physical goods will be shipped.
- Delivery is deemed complete once the license email has been sent to the registered email address.
- Delivery of services deemed complete, in case there is no written communication received from the user within 72 hours after completion of the service tickets.
- Any order received during the weekends or holidays, the order processing cycle shall be initiated on the next working day.

8. Returns and Refunds

- All sales are final. We do not accept returns or offer refunds for digital products or services.
- Exceptions may be considered only in cases of technical failure attributable to us, and solely at our discretion.

9. Intellectual Property

- All content, software, and materials provided remain the intellectual property of the Company or its licensors.
- You may not copy, modify, distribute, or reverse-engineer any part of our products or services.

10. Limitation of Liability

- To the maximum extent permitted by law, we shall not be liable for any indirect, incidental, or consequential damages arising from your use of our services.
- Our total liability shall not exceed the amount paid by you for the specific product or service in question.

11. Termination

- We reserve the right to suspend or terminate your access to our services for violation of these Terms or for any conduct that may harm our business or reputation.
- We also reserve the right to stop providing services if our invoices are not cleared within due date, which will have to be paid in advance.

12. Governing Law

- These Terms shall be governed by and construed in accordance with the laws of UNITED KINGDOM, under JURISDICTION OF COURT OF LONDON without regard to its conflict of law principles.

13. Contact Information

- For questions or concerns regarding these Terms, please contact us at info.uk@mindverseconsulting.com