

## Terms and Conditions for Epoch Pride

**Effective Date: February 23, 2026**

Welcome to Epoch Pride, a partnership firm registered in 2023, providing call center services, payroll services, and manpower services. Our registered address is 39/1, 3rd Floor, HMT Main Road, Mathikere, Bengaluru, Karnataka 560054, India.

These Terms and Conditions ("Terms") govern your use of our services ("Services"). By engaging our Services, you agree to these Terms. If you disagree, do not use our Services.

### 1. Services Offered

- **Call Center Services:** Inbound/outbound call handling, customer support, lead generation, and tele-sales.
- **Payroll Services:** Salary processing, statutory compliance (PF, ESI, TDS), payslip generation, and tax filings.
- **Manpower Services:** Recruitment, staffing, temporary/permanent placements, and workforce management.

Services are provided on a contract basis, with scope defined in separate Service Agreements.

### 2. Eligibility

You must be 18+ years old, legally capable of entering contracts, and not barred from receiving services under Indian law. Businesses must be duly registered.

### 3. Fees and Payment

- Fees are quoted in Service Agreements and invoiced monthly/upon milestones.
- Payments due within 15 days via bank transfer/NEFT to our designated account.
- Late payments incur 1.5% monthly interest; we may suspend Services after 30 days.
- All fees exclude GST (18%), which we will add.

### 4. Client Responsibilities

- Provide accurate data, access, and cooperation.
- Ensure employee/manpower data complies with laws (e.g., no unauthorized personal info).
- Indemnify us against claims from your data or actions.

## **5. Manpower Services Specifics**

- We source candidates; you handle final hiring/onboarding.
- No employment guarantee; candidates provided "as is."
- Payroll for supplied manpower billed separately.

## **6. Payroll Services Specifics**

- We process based on your inputs; verify payslips before distribution.
- Compliant with Indian laws (Payment of Wages Act, EPF Act, etc.); you remain employer of record.

## **7. Call Center Specifics**

- Agents trained per your scripts; we ensure quality (95%+ metrics).
- Recordings stored securely; access per agreement.

## **8. Intellectual Property**

- Your data/scripts remain yours; we get non-exclusive license for service delivery.
- Our tools/methods are proprietary.

## **9. Confidentiality**

All data handled per our Privacy Policy. Non-disclosure obligations survive termination.

## **10. Termination**

- Either party may terminate with 30 days' notice.
- Immediate termination for breach, non-payment, or insolvency.
- Post-termination: settle dues, return data, cease use.

## **11. Liability Limits**

- Total liability capped at 12 months' fees paid.
- No liability for indirect losses (e.g., lost profits).
- Services "as is"; no warranties beyond agreements.

## **12. Governing Law**

Subject to exclusive jurisdiction of Bengaluru courts. Governed by Indian laws (Indian Contract Act 1872, IT Act 2000).

## **13. Dispute Resolution**

Document Classification | Compliance

Disputes resolved via arbitration under Arbitration and Conciliation Act 1996 (single arbitrator, Bengaluru seat).

#### **14. Force Majeure**

No liability for delays due to acts of God, strikes, pandemics, or government actions.

#### **15. Amendments**

We may update Terms with 30 days' notice via email/website.

#### **16. Contact Us**

Epoch Pride

39/1, 3rd Floor, HMT Main Road, Mathikere, Bengaluru, Karnataka 560054, India

Email: [info@epochpride.com](mailto:info@epochpride.com) | Phone: +91-9845990161

By using our Services, you acknowledge these Terms. Last updated: February 23, 2026.

Consult a lawyer for advice.