

Service Infinity

Terms and Condition

This Terms and Condition agreement was last updated: April 1th 2018. This Terms and Condition agreement is effective as of April 1th 2018.

Service Infinity Technologies India Pvt Ltd ("Service Infinity"), temporarily operates, controls and manages the Services from its corporate office at Plot No. 17, Ameyapark, boisar , Maharashtra, Pin: 401501.

These Website Standard Terms and Conditions written on this webpage shall manage your use of this website. These Terms will be applied fully and affect to your use of this Website and Mobile app. By using this Website, you agreed to accept all terms and conditions written in here. You must not use this Website if you disagree with any of these Website Standard Terms and Conditions.

PLEASE READ THE TERMS AND CONDITION THOROUGHLY AND CAREFULLY. MINORS OR PEOPLR BELOW 18 YEARS OLD ARE NOT ALLOWED TO USE THIS WEBSITE.

Intellectual Property Rights

Other than the content you own, under these Terms, Service Infinity and/or its licensors own all the intellectual property rights and materials contained in this Website.

You are granted limited license only for purposes of viewing the material contained on this Website and providing us with necessary information.

Acceptance of Terms

The terms and conditions and the Privacy Policy compose a legally-binding agreement between Service Infinity and you. These define your limits, legal rights and obligations with respect to your use of and participation in

- i) the Service Infinity website and mobile application, including the classified advertisements, forums, various email functions and Internet links, and all content and Service Infinity services available through the domain and sub-domains of Service Infinity located at www.Service Infinity.com
- ii) ii) the online transactions between those users of the Website who are offering services i.e "Service Professionals" and those users of the Website who are obtaining services through the Website.

The Terms and Condition described below incorporate the Privacy Policy and apply to all users of the Website. Here user may be the Service Professional who is offering services on the website and on other part who receives the service.

You acknowledge that the Website serves as a venue for the online distribution and publication of user submitted information between Service Professionals and Service Users, and, by using, visiting, registering for, and/or otherwise participating in this Website, including the Services presented, promoted, and displayed on the Website, and by clicking on "I have read and agree to the terms and condition," you hereby certify that: (1) you are either a Service Professional or a prospective Service User, (2) you have the authority to enter into these Terms and Condition, (3) you agree to be bound by all terms and conditions of these Terms and Condition and any other documents incorporated by reference herein.

MODIFICATIONS TO TERMS AND CONDITION AND/OR PRIVACY POLICY

Service Infinity.com reserves the right, at its sole and absolute discretion, to change, modify, add to, supplement or delete any of the terms and conditions of this Agreement (including the [Privacy Policy](#)) at any time, effective with or without prior notice. If any future changes to this Agreement are unacceptable to you or cause you to no longer be in compliance with this Agreement, you must terminate, and immediately stop using, our website. Your continued use of the Service following any revision to this Agreement constitutes your complete and irrevocable acceptance of any and all such changes. Service Infinity.com may change, modify, suspend, or discontinue any aspect of the Service at any time. Service Infinity.com may also impose limits on certain features or restrict your access to parts or all of the Service without notice or liability.

I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE FOREGOING TERMS OF USE AND THE Service Infinity.com PRIVACY POLICY AND AGREE THAT MY USE OF THE SERVICE IS AN ACKNOWLEDGMENT OF MY AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT

PRIVACY POLICY

Service Infinity has established a Privacy Policy that explains to users how their information is collected and used. The Privacy Policy is referenced above and hereby incorporated into the Terms and condition set forth herein. Your use of this Website is governed by the Privacy Policy.

The Privacy Policy is located at: [\(Hyperlink with privacy policy\)](#)

Membership Declaration

Service Infinity.com herein allows you to use the website. By using this website services and APIs you agree that:

- (a) all registration information that you submit is truthful and accurate, (b) you will maintain the accuracy of such information, and (c) your use of the Website and Services offered through this Website do not violate any applicable law or regulation.
- Service Infinity has a right to remove ,terminate or block any account, whether he/She is a Service Infinity partner or any user, without any prior notice.

Service Infinity User Account Policy

- It is not necessary to get registered with Realaxkr to just visit and view the website , but to access certain features you need to create a password protected account.
- Service Infinity is not responsible for any loss (Direct or Indirect) due to unauthorized use of account by thirdparty. Notwithstanding the foregoing, you may be liable for the losses of Service Infinity or others due to such unauthorized use.
- You will not publish any website material in any other media
- You will not use the website in any way that is or may be damaging to this website.
- Don't use this Website contrary to applicable laws and regulations, or in any way may cause harm to the Website, or to any person or business entity
- Necessary action will be taken as per the Indian law ,if engaged in any data mining, data harvesting, data extracting or any other similar activity in relation to this Website;
- You should provide true and accurate information when creating the account.
- You shall not use any automated systems , to access the website for any means.

- You shall not in any way that transmits more request messages to the Service Infinity servers, or any server of a Service Infinity subsidiary or affiliate, in a given period of time than a human can reasonably produce in the same period by using a conventional online web browser; provided, however, that the operators of public search engines may use spiders or robots to copy materials from the site for the sole purpose of creating publicly available searchable indices of the materials, but not caches or archives of such material. Service Infinity reserves the right to revoke these exceptions either generally or in specific cases.

- You shall not take any action that (i) unreasonably encumbers or, in Service Infinity's sole discretion, may unreasonably encumber the Website's infrastructure; (ii) interferes or attempts to interfere with the proper working of the Website or any third-party participation in the Website; or (iii) bypasses Service Infinity's measures that are used to prevent or restrict access to the Website.
- It is recommended to do payment via online which in turn will help us to keep record of the transactions.
- Cashback and other discount offers are only applicable for the online transaction.
- Service Infinity.com is not responsible for any damage happened by service professional (directly or indirectly) and is total responsibility of the service professional and the user.
- Service Infinity.com is not responsible for any theft or any illegal/criminal activity engaged by service professional and is the prime responsibility of the service professional itself.
- Service Infinity try its level best to keep the service provider information as accurate as possible but do not guarantee to be accurate.
- Any user/ Partner cannot post anything that can damage Service Infinity or any third party.
- Service Infinity is not responsible / answerable to any post done by user/partner whether it is a copyright or any illegal content.
- User/partner cannot manipulate any data of the website except his/her account that too which is allowed by Service Infinity.
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- Service Infinity has right to manipulate ,block, or delete the feedbacks given by user to provide better user experience.
- Service Infinity do not guarantee any confidentiality with respect to any submitted content by user or partner.
- Any user/ Partner cannot post anything that can damage Service Infinity or any third party.

----- POLICY RELATED WITH DEALS -----

- The deals buyied from the website can be redeemed by the voucher id obtained after buying it. The user can show the voucher id to the service professional through website, mobile app and if screenshot need to give additional proof like registered phone number and emailed.
- The deals must redeemed within the time period as mentioned in the details of it.
- If not used within specified time period will be refunded back in 3 instalments.
- Extra services out of the scope of the deal will cost extra depending upon the work.
- Service Infinity do not take any responsibility of delivery of the service as mentioned on the deal is totally responsibility of the service professional.

-----POLICY RELATED TO DISCOUNTS DISPLAYED ON THE MERCHANTS PROFILE-----

- Service Infinity is not responsible of any discount provided by the service professionals/merchants on their profile.
- Service Infinity tries to keep the information as accurate as possible and also standardise the rate by many other means.
- Before hiring any service professional just check the Price chart an if possible contact the professional or request quote to him.

Service Infinity Partners Policies

- Service Infinity may provide different widgets to different professionals depending upon the subscription mode to highlight their profile.(silver , gold ,Platinum)
- Transaction can be done online or offline depending upon the customer's choice.
- While registering Service Infinity partners should provide all the necessary information correctly and should be updated regularly.
- Service Infinity is not responsible for any loss (Direct or Indirect) due to unauthorized use of account by thirdparty. Notwithstanding the foregoing, you may be liable for the losses of Service Infinity or others due to such unauthorized use.
- You will not publish any website material in any other media
- You will not use the website in any way that is or may be damaging to this website.
- Don't use this Website contrary to applicable laws and regulations, or in any way may cause harm to the Website, or to any person or business entity
- Necessary action will be taken as per the Indian law ,if engaged in any data mining, data harvesting, data extracting or any other similar activity in relation to this Website;
- You should provide true and accurate information when creating the account.
- You shall not use any automated systems , to access the website for any means.
- Service Infinity has the right deactivate your account at any time with or without informing you, if found any fraudulent activity encouraged/done by you.
- The amount in your account is non refundable if your account is is blocked / deactivated.

- The deals provided by Service Infinity partner should contain accurate information and is responsible to deliver the deal to customer.
- A fine of Rs 1000 will be charged if Service Infinity partner backsteps/ is unwilling to deliver the deal on time.
- It is recommended to keep a bandwidth of 1 month after the expiry of the deal, where the customer can redeem the service even after the deal has been expired.
- Service Infinity shall take 20 to 30 percent of the deal price before or after the service delivery depending upon the type of service.
- The discount provided on the service professionals profile should be genuine .
- Any Service Infinity partner is not allowed to send any inappropriate message to the customers or promote any other brand on our websites.
- Service Infinity is not responsible for any copyright images ,videos, text, etc displayed on its partner's profile. It is prime responsibility of the partner itself to take care of the same.
- Service Infinity is not responsible / answerable to any post done by user/partner whether it is a copyright or any illegal content.
- User/partner cannot manipulate any data of the website except his/her account that too which is allowed by Service Infinity.
- Service Infinity Prime partner should not try to contact the customer directly through any medium.
- Any post by user/partner should not violet the law of government or support discrimination based on on colour, sex ,religion, and many more.
- Service Infinity has right to manipulate ,block, or delete the feedbacks given by user to provide better user experience.
- Service Infinity partner should describe the service correctly , and should not misrepresent the location at which they will provide the service.
- Service Infinity do not guarantee any confidentiality with respect to any submitted content by user or partner.
- Any user/ Partner cannot post anything that can damage Service Infinity or any third party.

PROHIBITIONS ON SUBMITTED CONTENT

You shall not upload, post, transmit, transfer, diss.eminate, distribute, or facilitate distribution of any content, including text, images, video, sound, data, information, or software, to any part of the Website,

- is pornographic, harassing, hateful, illegal, obscene, defamatory, libelous, slanderous, threatening, discriminatory, racially, culturally or ethnically offensive; incites, advocates, or expresses pornography, obscenity, vulgarity, profanity, hatred, bigotry, racism, or gratuitous violence; encourages conduct that would be considered a criminal offense, give rise to civil liability or violate any law; promotes racism, hatred or physical harm of any kind against any group or individual; contains nudity, violence or inappropriate subject matter; or is otherwise inappropriate;
- is copyrighted, protected by trade secret or otherwise subject to third-party proprietary rights, including privacy and publicity rights, unless you are the owner of such rights or have permission from the rightful owner to post the material and to grant Service Infinity all of the license rights granted herein;

- intends to harm or disrupt another user's computer or would allow others to illegally access software or bypass security on websites or servers, including but not limited, to spamming; impersonates, uses the identity of, or attempts to impersonate a Service Infinity employee, agent, manager, host, another user, or any other person through any means;
- distributes or contains viruses or any other technologies that may harm Service Infinity, or the interests or property of Service Infinity users

SANCTIONS FOR VIOLATING ANY OF THE RULES FOR SERVICE PARTNERS

If a Service Professional violates any of the above-referenced rules, Service Infinity, in its sole discretion, may take any of the following actions: (a) cancel the Posting; (b) limit the Service Professional's Account privileges; (c) suspend the Service Professional's Account.

SANCTIONS FOR VIOLATING ANY OF THE RULES FOR SERVICE USERS

If a Service User violates any of the above-referenced rules, Service Infinity, in its sole discretion, may take any of the following actions: (a) cancel the Posting; (b) block the service User (c) suspend the Service User's Account.

Dispute Resolution and Governing Law

In case of any dispute between the Users and Service Infinity, the parties agree to resolve the matter amicably via arbitration under the Indian Arbitration & Conciliation Act, 1996. The venue of the arbitration shall be Mumbai, India. The language of the arbitration shall be English. **Special Promotions** Service Infinity may from time to time provide certain promotional opportunities to Customer. All promotions will be run at the sole discretion of Service Infinity, and can be activated, modified or removed at anytime by Service Infinity without advance notification.

In the event that you are given a code by or on behalf of Service Infinity through which you may refer a friend to Service Infinity in exchange for a referral credit, you shall not use any online marketing or advertising to promote such code or to artificially increase the amount of credits awarded. By way of example, you may not post, or cause, request or permit a third party to post any such code on a coupon website, nor use any paid search marketing, online advertising, forum posting, newsgroup posting or bulk email to disseminate such code. You may only share such code with your personal friends and acquaintances for legitimate referral purposes, as determined by QuikrEasy in its sole discretion. Without limiting Service Infinity's other rights and remedies, Service Infinity may terminate such code and/or your account for any breach of this Section.

FEES INCURRED BY SERVICE PROFESSIONALS

Service Infinity reserves the right at its sole discretion to charge fees to Service Professionals for other services that Service Infinity may provide in future.

Service Infinity collects revenue in two format

- For prime partners, it charges approx 10 to 30 percentage of the transaction made by delivering the service.
- For Service Infinity partners , it charges advertising fees which ranges from 5000 to 10000 for 3 months depending upon type of subscription and also has option of click based advertisement.

FEES INCURRED BY SERVICE USERS

Till now it is free for customer to use the website. However, Service Infinity reserves the right to charge a fee to Service Users in the future on a per-transaction basis. Changes to this Fee Policy are effective after Service Infinity has provided you with thirty (30) days' notice by posting the changes on the Website. Registered users will be provided account iff for online transaction purpose.

If you cancel your Account at any time, you will not receive any refund. If you have a balance due on any account, you agree that Service Infinity may charge such unpaid fees to your credit card or otherwise bill you for such unpaid fees. Service Infinity reserves its right to initiate appropriate legal proceedings, if necessary, in its sole discretion, to recover such outstanding amounts.

3. TAXES

You understand that we are acting solely as an intermediary for the collection of rents and fees between a Service User and a Service Professional who choose to enter into an Agreement for Service. Because state and local tax laws vary significantly by locality, you understand and agree that you are solely responsible for determining your own tax reporting requirements in consultation with tax advisors, and that we cannot and do not offer tax advice to either hosts or guests. Further, you understand that Service Infinity shall not be responsible or liable in any manner in relation to tax liability of a Service User or a Service Professional.

REFUND POLICY

All commissions payable to Service Infinity by Service Professionals on consummated transactions, i.e. exchange of services for consideration, are final and non-refundable.

All monies paid by Service Professionals in form of "Credits" are non-interest bearing and shall be refunded to the Service Professionals if they remain un-utilised for a period greater than 364 days only. Such amounts shall not be refunded prior to that time period.

Rework Policy

- Rework Policy is only applicable for service issues related to workmanship. If there is any problem with spare parts or material, same will not be covered under Rework Policy.
- Any kind of functional issue reported within warranty period post completion of work will be inspected by the service provider and if workmanship issue is identified, rework will be provided without any additional cost.
- For any issue reported post the warranty period, the same needs to be booked as a fresh order and standard charges will be applicable.

- For any extended warranties, please talk to service providers directly. Please insist for the warranty in writing from service provider. QuikrEasy will not be responsible for such extended warranties.
- Customers are advised to procure the spare parts themselves. However if service provider procures material or spare parts on customer's request, please insist on material bill. QuikrEasy will not be responsible for any issues, defects and quality of such material.
- If the service provider is asked to do any job which is beyond his technical expertise or scope of work, no rework will be encouraged for the same.
- Customer is advised not to directly contact service providers regarding an order booked through QuikrEasy. All warranties offered by QuikrEasy stands null & void in such cases.
- For any kind of major dispute or disagreement between customer and service provider, QuikrEasy's supervisor will inspect and his decision will be final regarding the scope of rework.
- In any case, overall rework value will not go beyond the service charges paid by the customer. QuikrEasy's discretion will be final for the rework amount.
- If you do have concern with regard to the service quality or service provider, you may write to us at support@Service Infinity.com or contact at **8007907038** within 24 hours of your service.
- Rework terms and conditions for each of our services are mentioned in the table below:

Service	Cart Item	Warranty Period
All Cleaning Services - Home Spa/ Sofa Spa/ Carpet Spa/ Bike Spa/ Car Spa	All Cart Items	We do not offer any warranty for this service. We request you to verify the service thoroughly once the process is complete and before service provider leave your place. If you have any concern with regard to the service quality or the service provider, you may write to us at support@aService Infinity.com or contact at 8007907038 within 24hours of your service.
Pest Control	GPC - Single Service	15 Days (Service Effectiveness - 2 to 3 months depending upon hygiene and environmental conditions)
	GPC - Annual Service	365 Days
	Bed Bug Treatment	30 Days from first service date
	Anti-Termite Treatment	30 Days
	Mosquito Control	No Warranty
Plumbing	All Cart Items	7 Days

Electrical	All Cart Items	7 Days
Carpentry	All Cart Items	7 Days
AC Services	Servicing	No Warranty
	Installation & Removal	7 days warranty
	Gas Charging	No Warranty
	AC Repair Services	7 days warranty
PC & Laptop Repair	All Activities	7 days warranty
Home Appliances	All Cart Items	7 days warranty

Notice

You agree that Service Infinity may provide you with notices, including those regarding changes to the Terms and Condition, by email, regular mail, or postings on the Website.

SECTION HEADINGS

The section headings in the Terms and Condition are for convenience only and have no legal or contractual effect.

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