

Terms & Conditions:

1. FOR WEB APPLICATION / SOFTWARE DEVELOPMENT CLIENTS:

1. Confidentiality:

Pioneer Solutions promises to keep customer information confidential.

2. Scope Of Project:

Project scope is limited to the Requirement Analysis Document. Only requirement that are specifically written will be considered as requirements.

Payments:

- a) Customer agrees to pay 50% of project charges as advance & 50% after completion, before delivery.
- b) All Payments shall be made using cheque favoring "Pioneer Solutions" payable at Pune. Outstanding excheques will carry a service charge 3% of amount or INR 250 whichever is higher.
- c) Project will be delivered after 100% payments are received.
- d) Above commercial offer (Project cost) is **exclusive of all taxes.**
- e) Payment once received will not be refund at any circumstances.

3. Project duration and project plan:

Project plan and schedule is prepared based upon requirements documented at the time of requirement analysis. Schedule is subject to change due to changes in project requirements, additional revision request, delay in data submission etc.

4. Third party application or service provider:

Pioneer Solutions has no control over performance of third party service provider such as web hosting service providers, Domain name registration. We does not guaranty about the performance of the third party software solutions such as OsCommerce, Joomla, SugarCRM etc. In case of problems with these services, customer agrees to contact service provider directly to solve problems.

5. About Technical Term :

Project source code will not give to client. This will be our property to avoid copying. In case of copying and reuse of code will break terms.

6. Annual Maintains Charges(AMC) :

AMC charges will be 40% of actual cost of the project (Only for Rudra Furnishing). AMC period will start after the successful deployment of project. As per this Pioneer assure to give all support regarding the project to client.

7. Validity of proposal :

Duration: This proposal is valid for 10 days from release date.

Customer: This proposal is valid for the addressee of the proposal.

Prices are subject to scope of the project and are subject to change with change in scope of project

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P.T.O.

2. FOR WESITE DESIGNING CLIENTS:

1. Confidentiality:

Pioneer Solutions promises to keep customer information confidential.

2. Scope Of Project:

Project scope is limited to the Requirement Analysis Document. Only requirement that are specifically written will be considered as requirements.

Payments:

- a. Customer agrees to pay 60% of project charges as advance & 40% after completion, before delivery.
- b. All Payments shall be made using cheque favoring "Pioneer Solutions" payable at Pune. Outstanding excheques will carry a service charge 3% of amount or INR 250 whichever is higher.
- c. Project will be delivered after 100% payments are received.
- d. Above commercial offer (Project cost) is exclusive of all taxes.
- e. Payment once received will not be refund at any circumstances.

3. Web Page And Custom Web Page:

Once the concept of web page is approved, all other pages are developed on similar lines. If the customer wants to have specific design for one or all sub-pages then it is called as custom web page. Since, custom web page require more time for development, its charges are more than a normal web page.

4. Proof Reading:

Text supplied by the customer is used as it is in the project. Proof reading services are given separately as per requirement

5. Delay in data submission:

Customer agrees to submit all data required for the project in timely manner as per project schedule. Delay in data submission may cause project delays and increase cost. Delay more than 45 days beyond the due date will lead to suspension of the project. In case of suspension of project, additional charges may be levied to resume the project. Remaining project shall be carried with revised pricing prevailing at the time of resumption.

6. Project duration and project plan:

Project plan and schedule is prepared based upon requirements documented at the time of requirement analysis. Schedule is subject to change due to changes in project requirements, additional revision request, delay in data submission etc.

7. Text, Pictures & Images:

Customers agree to provide entire text, all pictures/images to be displays on the website.

8. About Technical Term :

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9. Annual Maintains Charges(AMC) :

AMC charges will be 40% of actual cost of the project. AMC period will start after the successful deployment of project. As per this Pioneer assure to give all support regarding the project to client.

10. Third party application or service provider:

Pioneer Solutions has no control over performance of third party service provider such as web hosting service providers, Domain name registration. We does not guaranty about the performance of the third party software solutions such as OsCommerce, Joomla, SugarCRM etc. In case of problems with these services, customer agrees to contact service provider directly to solve problems.

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