

## **Terms and Conditions**

Welcome to Roxx1. By accessing or using our website, mobile application, or any of our professional services, you agree to the following Terms & Conditions. Please read them carefully.

### **1. Introduction**

Roxx1 provides on-demand and scheduled services including electrical work, plumbing, carpentry, architectural design, interior design, renovation, and related home/office improvement services. By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

### **2. Service Booking**

- Services can be booked through the Roxx1 website, mobile app, or customer care.
- All bookings must include accurate personal information, location details, and service requirements.
- Roxx1 reserves the right to accept or decline any booking request.

### **3. Service Delivery**

- Roxx1 will assign qualified and verified professionals for each service.
- Service dates and timing are subject to availability.
- In case of unexpected delays, customers will be notified in advance.
- Some services may require inspection before final pricing and confirmation.

### **4. Pricing & Payments**

- Prices depend on service type, labor, materials, complexity, and duration.
- An estimated cost will be provided before starting the work.
- Additional charges may apply for extra work or material requirements not included in the initial estimate.
- Payments must be made through cash, UPI, card, or online payment methods accepted by Roxx1.
- Full payment must be completed upon service completion unless otherwise agreed in writing.

### **5. Cancellations & Rescheduling**

- Customers may cancel or reschedule a booking at least 4 hours before the scheduled time.
- Last-minute cancellations may incur a cancellation fee.
- Roxx1 reserves the right to cancel bookings due to emergencies, unavailability of personnel, or unsafe conditions at the service location.

### **6. Warranty & Guarantees**

- Roxx1 provides a limited workmanship warranty for services including electrical, plumbing, and carpentry jobs.
- Warranty duration may vary depending on service type.
- Warranty does not cover:

- Customer-provided materials
- Misuse, negligence, or modifications after service
- Natural wear and tear
- Water damage, electrical fluctuations, or structural issues not caused by our work

Architectural and interior design projects may include additional warranties as per the individual project agreement.

## **7. Customer Responsibilities**

- Customers must ensure safe access to the service location.
- All valuable items should be secured prior to the start of service.
- Any required government permissions (e.g., architectural or structural approvals) must be obtained by the customer unless otherwise stated.

## **8. Use of Materials**

- Materials used may be supplied by Roxx1 or the customer.
- Roxx1 is not responsible for defects or damage arising from customer-supplied materials.
- Final material selection for architectural and interior design projects must be approved by the customer.

## **9. Safety & Liability**

- Roxx1 professionals follow standard safety protocols.
- Roxx1 is not liable for:
  - Pre-existing issues at the property
  - Damages caused by faulty wiring, plumbing, or old structure
  - Third-party involvement during the work
- Roxx1 shall not be responsible for any indirect, incidental, or consequential damages.

## **10. Architect & Interior Design Services**

For design-related services:

- Concept designs, layout planning, material selection, and 3D visualizations are subject to professional fees.
- Project timelines may vary depending on approvals, material availability, and customer changes.
- Any additional revisions beyond the agreed limit may incur extra charges.

## **11. Confidentiality & Data Privacy**

- Roxx1 maintains confidentiality of customer information.
- Personal data will be used only for service delivery, communication, and internal analysis.
- Roxx1 does not share customer data with unauthorized third parties.

## **12. Intellectual Property**

All designs, drawings, images, concepts, and materials created by Roxx1 remain the intellectual property of Roxx1 unless fully purchased or transferred through a written agreement.

### **13. Misconduct or Unsafe Conditions**

Roxx1 reserves the right to withdraw service in case of:

- Unsafe environments
- Harassment, abuse, or inappropriate behaviour
- Illegal or unauthorized modifications requested by customers

### **14. Refund Policy**

Refunds are processed on a case-by-case basis and are subject to:

- Verification of issues
- Inspection of completed work
- Compliance with warranty terms

Partial refunds may apply based on the work already completed.

### **15. Modification of Terms**

Roxx1 may revise these Terms & Conditions at any time. Updated terms will be posted on the website and app.

### **16. Governing Law**

These Terms & Conditions are governed by the laws. Any disputes will be settled under the jurisdiction of local courts.

### **17. Contact Information**

For questions or concerns regarding these Terms & Conditions, you can contact us.