

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.