

Terms & Conditions

Effective Date: 08/02/2024

Last Updated: 11/03/2025

Welcome to **Venixia Outsourcing**. By accessing and using our services, you agree to the following Terms and Conditions. If you do not agree with any part of these terms, please do not use our services.

1. Services Provided

Venixia Outsourcing offers **customer service, dispatching, after-hours support, and back-office solutions** to businesses. Services are subject to the terms outlined in this agreement.

2. User Responsibilities

By using our services, you agree to:

- ✓ Provide accurate and complete information.
 - ✓ Use our services for **legitimate business purposes only**.
 - ✓ Comply with all applicable laws and regulations.
 - ✓ Not misuse, resell, or exploit our services without permission.
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3. Payment & Billing

- 💰 **Pricing & Fees:** Fees for services are agreed upon in the contract or proposal.
- 📅 **Billing Cycle:** Payments are due as per the agreed schedule (e.g., monthly, per service).
- 🚨 **Late Payments:** Failure to pay on time may result in service suspension.

All payments are **non-refundable**, unless otherwise specified in writing.

4. Confidentiality & Data Protection

🔒 We maintain strict confidentiality regarding client data and **will not disclose** any confidential information without consent. We also **comply with data protection laws** to ensure your information remains secure.

For more details, please see our **Privacy Policy**.

5. Limitation of Liability

Venixia Outsourcing is **not liable** for:

- ✗ Indirect, incidental, or consequential damages.
 - ✗ Losses due to service disruptions, third-party failures, or technical issues.
 - ✗ Errors resulting from inaccurate or incomplete information provided by the client.
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6. Service Modifications & Termination

- ✂ We reserve the right to **modify, suspend, or discontinue** services at any time without prior notice.
 - ✂ Clients may terminate their contract by providing 30 Days prior written notice.
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7. Governing Law

These Terms & Conditions are governed by the laws of **India**. Any disputes shall be resolved in the appropriate courts of that jurisdiction.

8. Changes to Terms

We may update these Terms & Conditions from time to time. Continued use of our services constitutes acceptance of the revised terms.

9. Contact Us

 **Email:** info@venixia.co.in

 **Website:** www.venixiaoutsourcing.com