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**Terms and Conditions**

Securing your contracts shall be subject to the following terms and conditions:

1. You are required to login / create account and choose the number of contracting parties and the contract value.
2. You must ensure that the contract contains Presolv360’s Dispute Resolution Clause *<<insert link>>*. If the contract does not contain Presolv360’s Dispute Resolution Clause, you are required to download and execute a Supplementary Agreement *<<insert link>>*.
3. Upon purchase, you are required to provide agreement details, upload clear and legible copies of the corresponding agreement and supplementary agreement, if any, and provide true, accurate, current and complete information of the other party / parties.
4. The corresponding agreement and supplementary agreement shall be valid i.e. must fulfill all requirements of a valid contract as per the applicable laws and shall be duly executed and stamped in accordance with the scale of stamp duties under the applicable laws for the time being in force.
5. Upon submission of the aforementioned details and upon verification by Presolv360, your plan will be activated. However, certain features will be disabled until onboarding of all parties has been completed.
6. Presolv360 shall at its sole discretion accept, reject or seek modification of any details provided by you. Kindly note that refunds cannot be issued under any circumstances, unless the order is not processed after purchase or your purchase is rejected outright by Presolv360.
7. Upon verification by Presolv360, a Unique Identification Number (“UID”) will be generated and the steps for onboarding will be provided to the other party / parties on the email ID provided by you. It shall be your responsibility to ensure all parties complete the process to enable all features and to enjoy continued protection.
8. You shall be responsible for maintaining and updating all information and documents to ensure that it remains accurate, true, current and complete. In case of change in the number of parties or contract value, you shall inform Presolv360 by way of an email addressed to info@presolv360.com.
9. You may raise an issue if any dispute, controversy or claim arises out of or relating to the agreement secured by Presolv360 for resolution in accordance with Presolv360’s Dispute Resolution Rules *<<insert link>>*. At a time, only one dispute can be raised against a particular party.
10. The following kinds of disputes are excluded and are beyond the scope:
	1. Disputes which involve public interest;
	2. Disputes relating to election to public offices;
	3. Disputes involving grant of authority such as grant of probate or letters of administration;
	4. Disputes involving serious and specific allegations of fraud, fabrication of documents forgery, impersonation, coercion, etc.;
	5. Disputes requiring protection of courts such as claims against minors and persons of unsound mind;
	6. Disputes involving prosecution for criminal and non-compoundable offences;
	7. Any dispute which the expert determines is resolved or has been raised an unreasonable number of times without substantial change of circumstance;
	8. Any dispute arising out of war, civil war, invasion, insurrection, revolution, act of foreign enemy, hostilities (whether War be declared or not), rebellion, mutiny, use of military power or usurpation of government or military power;
	9. Any other dispute as may be prescribed.
11. You shall adhere to the obligations set out in the Dispute Resolution Rules in respect of emails and platform use.
12. The cost of the arbitrator or the mediator, as the case may be, appointed by Presolv360 will be borne by Presolv360. You may choose to be represented or assisted through an authorised representative for the resolution proceedings. However, professional charges of the authorised representative, cost of appointment and representation or any other incidental costs shall be borne by the appointing party.
13. Fines, court costs, penalties, bonds, bail bonds, out-of-pocket expenses or any other incidental costs, if any, shall not be borne by Presolv360.
14. Your plan shall be valid for a period of 365 days from the date of verification of your purchase by Presolv360. It shall be your responsibility to renew it before expiry.
15. You may cancel the plan at any time, however, the fees paid are non-refundable. Upon cancellation, all features will no longer be available to any party.
16. You shall also be bound by the Website Terms and Conditions *<<insert link>>*, Privacy Policy *<<insert link>>*, instructions, other policies and notifications which may be applicable to any specific section or module of the Presolv360 Platform.