

Terms & Conditions

Customer Terms & Conditions

1. Introduction

These Terms and Conditions (“Terms”) govern your access to and use of the **Extrovertt / INFYLENS TECHNOLOGIES PRIVATE LIMITED** (“Platform”, “We”, “Us”, or “Our”) including our website, mobile application, and any related services provided for discovering, comparing, and booking beauty, grooming, and wellness services.

By registering on or using the Platform, you agree to be bound by these Terms, our **Privacy Policy**, and any other policies referenced herein.

If you do not agree, you may not access or use the Platform.

2. Definitions

- **Customer / User / You:** Any individual who accesses or uses the Platform for browsing, booking, or reviewing services.
- **Vendor :** Any salon, beauty parlour, grooming centre, tattoo studio, or allied service provider listed on the Platform.
- **Services:** The personal care, grooming, beauty, and wellness services offered by Vendors.
- **Booking:** A confirmed appointment or service request made by a Customer through the Platform.

3. Nature of the Platform

- The Platform is a **digital aggregator and booking facilitator** that connects Customers with independent Vendors.
- The Platform **does not own, manage, or operate** any salon, parlour, or studio listed on it.
- Services are rendered directly by the Vendors to Customers.
- The Company is **not responsible for the actual delivery, quality, or outcome** of the services provided by Vendors.

4. User Account Registration

- To make a booking, you may need to register and create a user account.
- You agree to provide accurate, complete, and updated information during registration.
- You are responsible for maintaining the confidentiality of your account credentials and for all activities under your account.
- The Company reserves the right to suspend or terminate your account in case of misuse, fraudulent activity, or violation of these Terms.

5. Booking and Payment

- You may book services from listed Vendors via the Platform’s scheduling system.
- Payment methods will include online payment, UPI, wallet.
- Payment processed through the Platform, such transactions are handled securely via third-party payment gateways.
- Prices listed on the Platform are provided by the Vendors and may be subject to change.

6. User Obligations

As a Customer, you agree to:

1. Use the Platform only for lawful purposes.
2. Provide accurate personal and booking details.
3. Not engage in abusive, defamatory, or harmful communication with Vendors or other users.
4. Not attempt to misuse, hack, or interfere with the Platform's operation.
5. Comply with all applicable laws and regulations while using the Platform.

7. Reviews and Ratings

- Customers may submit reviews or ratings based on their experience with a Vendor.
- All reviews must be truthful and respectful.
- The Company reserves the right to moderate, edit, or remove reviews that are offensive, fraudulent, or violate community standards.
- The Company is not responsible for the content of customer reviews but may rely on them to improve service quality.

8. Offers, Promotions & Loyalty Programs

- The Company may run promotional campaigns, referral programs, or discounts for Customers.
- All offers are subject to specific terms mentioned at the time of publication.
- The Company reserves the right to modify or withdraw any promotional offer at any time without prior notice.

9. Third-Party Links

The Platform may include links to third-party websites, advertisements, or services (e.g., payment gateways, social media).

We are not responsible for the content, reliability, or privacy practices of such third-party websites.

10. Limitation of Liability

- The Company acts only as an intermediary between Customers and Vendors.
- We do not guarantee the quality, timing, or satisfaction of services provided by Vendors.
- The Company shall not be liable for any loss, injury, damage, or dissatisfaction resulting from:
 - a. Vendor performance or conduct,
 - b. Service quality or hygiene,
 - c. Booking errors caused by inaccurate customer input, or
 - d. Issues arising due to payment gateway failures or delays.
- In any event, the Company's liability shall not exceed the total amount (if any) paid by the Customer through the Platform for the disputed booking.

11. Intellectual Property

- All content, logos, design, and software on the Platform are the property of the Company or its licensors.
- Users are granted a limited, non-exclusive, non-transferable right to use the Platform solely for personal, non-commercial purposes.
- Unauthorized reproduction, distribution, or modification of Platform content is strictly prohibited.

12. Privacy and Data Protection

Your privacy is important to us. The collection and use of your personal data are governed by our **Privacy Policy**, which forms an integral part of these Terms.

By using the Platform, you consent to such collection and use.

13. Suspension and Termination

The Company reserves the right to suspend or permanently terminate your account or access to the Platform if:

- You violate these Terms or applicable laws.
- You misuse or attempt to manipulate the Platform.
- You engage in fraudulent or abusive conduct.
- You provide false or misleading information.

You may terminate your account and all associated data by clicking the “**Delete Account**” button located in the **Account Security and Privacy** section.

14. Modifications to the Platform or Terms

- The Company may modify or discontinue any part of the Platform, temporarily or permanently, with or without notice.
- We may also update these Terms periodically. Continued use of the Platform after such updates constitutes your acceptance of the revised Terms.

15. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of India.

16. Contact Information

For any concerns, queries, or complaints regarding these Terms or the Platform, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

Last Updated: **12 Nov 2025**

Vendor Terms & Conditions

1. Introduction

These Vendor Terms and Conditions (“Agreement”) govern the relationship between EXTROVERTT / INFYLENS TECHNOLOGIES PRIVATE LIMITED (“Company”, “Platform”, “We”, “Us”) and the registered vendor (“Vendor”, “You”) who lists, promotes, and provides beauty, salon, grooming, or allied wellness services through our mobile and web application (“Platform”).

By registering as a vendor or continuing to use the Platform, you acknowledge that you have read, understood, and agree to be bound by these terms.

2. Definitions

- * Platform: The digital marketplace owned and operated by the Company for listing and booking personal care and wellness services.
- * Vendor: Any salon, beauty parlour, grooming centre, tattoo studio, or other service provider registered on the Platform.
- * Customer: Any individual using the Platform to discover, compare, and book services offered by Vendors.
- * Services: The personal care, grooming, and wellness services listed and offered by the Vendor through the Platform.

3. Vendor Eligibility

- * The Vendor must be a legally registered entity or individual authorized to conduct business in India.
- * The Vendor must possess all applicable licenses, permits, and certificates required to operate a beauty, grooming, or wellness establishment.
- * The Vendor agrees to provide accurate and updated business information during onboarding.

4. Platform Role and Nature of Relationship

- * The Platform acts solely as a digital intermediary and aggregator, facilitating connections between Customers and Vendors.
- * The Company does not act as an employer, agent, or partner of the Vendor.
- * All services are rendered directly by the Vendor to the Customer. The Company shall not be liable for service quality, delivery, or disputes arising therefrom.
- * The Company may refer to Vendors as “partners” or use similar terminology within the Platform, communications, or Vendor dashboard for ease of reference; however, such terminology is purely descriptive and does not create or imply any legal partnership, joint venture, or shared liability between the Company and the Vendor. The Vendor shall remain an independent entity responsible for its own business operations, risks, and losses.

5. Vendor Obligations

The Vendor agrees to:

1. Provide accurate, complete, and up-to-date information about their business, pricing, staff, and services.
2. Ensure all employees and facilities meet appropriate hygiene, safety, and professional standards.
3. Honour confirmed bookings and provide services as displayed on the Platform.
4. Avoid misleading advertisements, false pricing, or service misrepresentation.
5. Maintain transparent cancellation and refund policies as approved by the Platform.

6. Not engage in activities that may damage the reputation of the Company or the Platform.
7. Keep customer data confidential and not use it for unsolicited marketing or outside-Platform communication.

6. Commission, Fee & Payments :

- * The Vendor shall pay a monthly platform usage fee to the Company for continued access to and use of the Platform.
- * The Company will charge a commission on each completed booking as per the rate mutually agreed upon during onboarding.
- * Payments collected from Customers will be settled to the Vendor after deduction of applicable commission and charges within 2 business days.
- * The Vendor authorizes the Company to collect payments on their behalf.

7. Pricing and Offers

- * Vendors are free to set their own service prices, but must maintain price parity with walk-in or offline pricing.
- * Any discounts or offers created through the Platform must comply with Company policies.
- * The Company reserves the right to feature, promote, or de-list Vendor offers at its discretion.

8. Content and Intellectual Property

- * All logos, brand names, service images, and descriptions provided by the Vendor remain their property but may be used by the Company for marketing and promotional purposes.
- * The Vendor grants the Company a non-exclusive, royalty-free license to use their business name, images, and content for the purpose of operating and promoting the Platform.

9. Compliance and Conduct

- * Vendors must comply with all applicable laws, including labour laws, GST regulations, and health & safety standards.
- * Vendors shall not discriminate against customers based on gender, religion, caste, or other personal attributes.
- * The Company reserves the right to suspend or terminate Vendor access for any misconduct or policy violation.

10. Customer Data & Privacy

- * The Vendor will only access customer data necessary to fulfill booked services.
- * The Vendor must not misuse customer information or contact them outside the Platform for marketing or solicitation.
- * All data handling shall be in compliance with the Information Technology Act, 2000 and the Digital Personal

11. Reviews and Ratings

- * The Platform may collect customer reviews and display them publicly.
- * Vendors shall not manipulate, fabricate, or influence customer feedback.
- * The Company reserves the right to moderate reviews but is not responsible for their content.

12. Termination and Suspension

- * The Company may suspend or permanently de-list a Vendor for:
 - a. Policy violations,
 - b. Customer complaints,
 - c. Fraudulent practices, or
 - d. Repeated booking cancellations or no-shows.

13. Limitation of Liability

- * The Company shall not be liable for any indirect, incidental, or consequential damages arising out of the Vendor's use of the Platform.

14. Indemnification

The Vendor agrees to indemnify and hold harmless the Company, its officers, and employees from any claims, losses, or liabilities arising from:

- * Breach of these Terms,
- * Violation of law, or
- * Any act or omission of the Vendor or its staff.

15. Modification of Terms

The Company reserves the right to amend or modify these Terms from time to time. Continued use of the Platform after such modification shall constitute acceptance of the revised Terms.

16. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of India.

17. Entire Agreement

This document constitutes the entire understanding between the Vendor and the Company and supersedes all prior communications or arrangements, whether oral or written.

18. Contact Information

For any concerns, queries, or complaints regarding these Terms or the Platform, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

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