



TERMS OF SERVICE & TERMS AND CONDITIONS

Vynelo Studio

Last Updated: April 18, 2025 Effective Date: April 18, 2025

1. About Us

Vynelo Studio ("we", "us", "our") is a digital services agency registered under the MSME Act, Government of India, offering services including website design and development, graphic design, logo design, social media management, digital marketing, business development consulting, and AI-powered services.

Contact: vynelostudio@gmail.com Website: vynelostudio.in

2. Acceptance of Terms

By accessing our website, contacting us for services, or entering into a service agreement with Vynelo Studio, you ("Client", "you") agree to be bound by these Terms of Service. If you do not agree, please do not use our services or website.

3. Services Offered

Vynelo Studio provides the following services:

- Website Design & Development
- Graphic Design
- Logo Design
- Social Media Management
- Digital Marketing
- Business Development Consulting
- AI-Powered Services

The specific scope, deliverables, timeline, and pricing for each engagement will be defined in a separate **Project Agreement or Proposal** shared before work begins. These Terms govern all such engagements.

4. Project Agreements & Scope of Work

4.1 All projects begin only after both parties agree on a written scope of work (via email or document).

4.2 Any additions or changes to the agreed scope after work has begun will be treated as a **Change Request** and may attract additional charges.

4.3 Vynelo Studio reserves the right to decline any project at its discretion, without obligation to provide a reason.

5. Payment Terms

5.1 Payment terms will be specified in the project proposal. Typical structure is:

- **50% advance** before work begins
- **50% upon delivery** before final files/handover

5.2 Final deliverables, source files, and credentials will only be handed over upon receipt of full payment.

5.3 Payments are non-refundable once work has commenced, except as described in the Refund Policy (Section 9).

5.4 We accept payments via bank transfer, UPI, or any mutually agreed method. All prices are in Indian Rupees (INR) and inclusive of applicable taxes unless stated otherwise.

6. Client Responsibilities

The Client agrees to:

6.1 Provide all necessary content, materials, brand assets, and information required for the project in a timely manner.

6.2 Respond to queries and review requests within **3 business days**. Delays caused by the Client may result in timeline revisions.

6.3 Ensure that all materials provided to Vynelo Studio (images, text, logos, etc.) are legally owned or licensed by the Client. Vynelo Studio is not liable for any third-party intellectual property violations arising from Client-provided materials.

6.4 Designate a single point of contact for communication to avoid conflicting instructions.

7. Revisions Policy

- 7.1 Each project includes a defined number of revision rounds as specified in the project proposal.
- 7.2 Revisions beyond the agreed rounds will be charged at an hourly or per-revision rate, communicated in advance.
- 7.3 A "revision" means minor changes to existing approved work. A complete change in direction, concept, or design after approval constitutes new work and will be quoted separately.
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8. Intellectual Property & Ownership

- 8.1 Upon receipt of **full payment**, all final deliverables created specifically for the Client become the Client's property.
- 8.2 Vynelo Studio retains the right to display the work in its portfolio, on its website, and across social media channels, unless the Client explicitly requests confidentiality in writing.
- 8.3 All tools, frameworks, templates, processes, and methodologies used by Vynelo Studio remain the exclusive property of Vynelo Studio.
- 8.4 Third-party assets (stock images, fonts, plugins, etc.) used in a project are subject to their respective licenses. The Client is responsible for obtaining commercial licenses where required unless agreed otherwise.
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9. Refund Policy

- 9.1 **Before work begins:** Full refund of any advance paid.
- 9.2 **After work begins but before first delivery:** Partial refund at Vynelo Studio's discretion, based on work completed.
- 9.3 **After delivery or approval:** No refunds will be issued.
- 9.4 Refunds, if applicable, will be processed within **7-10 business days** via the original payment method.
- 9.5 Disputes regarding quality must be raised within **5 business days** of delivery. After this period, the delivery is considered accepted.
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10. Timelines & Delays

- 10.1 Estimated timelines are provided in good faith and are subject to timely cooperation from the Client.

10.2 Vynelo Studio will notify the Client promptly if a delay is anticipated on our end.

10.3 Vynelo Studio is not liable for delays caused by third-party platforms, hosting providers, domain registrars, or force majeure events.

11. Confidentiality

11.1 Both parties agree to keep confidential any sensitive business information shared during the engagement.

11.2 Vynelo Studio will not share Client's business data, strategies, or proprietary information with any third party without prior written consent.

11.3 This obligation continues for **2 years** after the conclusion of the engagement.

12. Limitation of Liability

12.1 Vynelo Studio's total liability for any claim arising from a project shall not exceed the total amount paid by the Client for that specific project.

12.2 Vynelo Studio is not liable for any indirect, incidental, or consequential losses including but not limited to loss of revenue, loss of data, or loss of business opportunity.

12.3 Vynelo Studio does not guarantee specific business outcomes (e.g., sales growth, lead generation numbers, search engine rankings) as results depend on multiple external factors beyond our control.

13. Website Use

13.1 The content on vynelostudio.in is for general informational purposes only and is subject to change without notice.

13.2 Unauthorized reproduction, distribution, or use of any content on this website is strictly prohibited.

13.3 We are not responsible for the content of any third-party websites linked from our website.

14. Termination

14.1 Either party may terminate an ongoing engagement with **7 days' written notice**.

14.2 Upon termination, the Client shall pay for all work completed up to the date of termination.

14.3 Vynelo Studio reserves the right to immediately terminate a project if the Client engages in abusive behavior, requests illegal content, or breaches these Terms.

15. Governing Law & Dispute Resolution

15.1 These Terms are governed by the laws of India.

15.2 Any disputes shall first be attempted to be resolved through mutual discussion within **15 days**.

15.3 If unresolved, disputes shall be subject to the exclusive jurisdiction of the courts in **Bengaluru, Karnataka, India**.

16. Amendments

Vynelo Studio reserves the right to update these Terms at any time. The updated version will be posted on the website with the revised date. Continued use of our services after changes constitutes acceptance.

17. Contact

For any questions regarding these Terms, write to us at:

Email: vynelostudio@gmail.com

Website: vynelostudio.in

Instagram: www.instagram.com/vynelostudio/

MSME: UDYAM-KR-11-0102544

By engaging Vynelo Studio for any service, you acknowledge that you have read, understood, and agreed to these Terms of Service and Terms & Conditions.