

RECONZO TERMS OF SERVICE

Effective Date: 1st May 2025

Welcome to Reconzo! These Terms of Service ("Terms") govern your access to and use of the Reconzo platform, services, and related offerings (collectively, the "Platform") provided by Reweave Ecom Solutions Pvt. Ltd. ("Reconzo," "we," or "us").

By accessing or using the Platform, you ("Customer," "you," or "User") agree to be bound by these Terms and any other legal notices or policies referenced herein.

1. License and Use

1.1 Subject to your compliance with these Terms and payment of applicable fees, Reconzo grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Platform solely for your internal business purposes as described in the Agreement.

1.2 You agree not to:

- Modify, copy, or create derivative works based on the Platform;
 - Reverse engineer, decompile, disassemble or attempt to discover the source code;
 - Use the Platform to provide services to third parties;
 - Transmit viruses, malicious code, or any illegal content;
 - Use the Platform in any way that violates applicable laws or third-party rights.
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2. Account Registration and Security

2.1 You will create and maintain Account credentials for Authorized Users only. Credentials must be kept confidential and you are responsible for all activities under your account.

2.2 You agree to notify Reconzo immediately of any unauthorized use of your account.

3. Payment Terms

3.1 Fees for use of the Platform are due in advance monthly as per the payment schedule outlined in your Order Form or Agreement.

3.2 All fees exclude applicable taxes which will be added where required by law.

3.3 **No Refunds:** All fees are non-refundable. Cancellations must be submitted in writing at least 30 days before the next billing cycle.

3.4 Late payments shall accrue interest at 12% per annum until paid in full.

4. Service Availability and Support

4.1 Reconzo aims to provide 99% uptime, excluding scheduled maintenance windows and force majeure events.

4.2 Downtime credits will be granted as per the SLA in the Agreement.

4.3 Support services are provided as detailed in the Agreement and may include assistance with integration and issue resolution.

5. Intellectual Property Rights

5.1 Reconzo retains all rights, title, and interest in the Platform and its content, including software, documentation, trademarks, and know-how.

5.2 Customer retains ownership of Customer Data entered into the Platform.

6. Data Privacy and Security

6.1 Customer Data remains the sole property of the Customer.

6.2 Reconzo will implement reasonable security measures consistent with industry standards, including SSL encryption.

6.3 The use and protection of Customer Data are governed by the Privacy Policy.

7. Limitation of Liability

7.1 To the maximum extent permitted by law, Reconzo and its affiliates shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising from or related to your use or inability to use the Platform.

7.2 Total aggregate liability under these Terms shall not exceed the total fees paid by you to Reconzo in the 1 (one) month preceding the claim.

8. Termination

8.1 Either party may terminate the Agreement for convenience with 30 days' written notice. The service fees for the remainder of the service term will be payable by the customer.

8.2 Termination for cause may occur upon a material breach not cured within 30 days of written notice.

8.3 Upon termination, you must cease all use of the Platform and delete all copies of software and documentation.

9. Governing Law and Dispute Resolution

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

9.2 Disputes shall be subject to exclusive jurisdiction of courts in New Delhi.

10. Miscellaneous

10.1 Reconzo reserves the right to modify these Terms at any time by posting updated terms on the Platform.

10.2 Continued use after changes constitutes acceptance.

Contact Us

You may contact us using the information below:

Merchant Legal entity name: REWEAVE ECOM SOLUTIONS PRIVATE LIMITED

Registered Address: Plot No 65, Sector-44 Gurgaon HARYANA 122003

E-Mail ID: hello@reconzo.com

