

Terms and Conditions

About Us

Neel iNFOTECH since 2010 is a leading provider of web-presence solutions to small-businesses, professionals and individuals. We provide our clients a complete suite of products that help them establish & grow their online presence. Our product portfolio includes - domain registration, business-class email services (including anti-spam & anti-virus features), web-hosting services, website builder products, e-commerce solutions and digital certificates and Antivirus Solutions.

At Neel iNFOTECH, we are passionate about providing you world-class customer service. We are available to assist you 24/7* over phone, live-chat & email - so that you can focus more time & energy on growing your business. Using our quick & user-friendly registration process, our reliable hosting services and a wide selection of affordable website design options, you will be able to reach customers around the world & compete on a global scale. Our technology team innovates best-in-class products so that you can create your web-presence without the need for extensive technical knowledge or resources. Finally, we recognize that your website is a valuable business asset and strive to provide you all this at the most competitive prices in the industry.

Privacy

At Neel iNFOTECH we recognize that privacy is important. This Privacy Policy applies to all products and services provided by us.

Collection of Information

We collect various information when you register with Company, during your usage of our products and services, when you visit pages of our partners. We may combine information about you that we have with information we obtain from other partners or other companies in order to provide you a better experience or to improve the quality of our services. When you sign in to our services, you are not anonymous to us. We automatically receive and record information from your computer and browser, including your IP address, our cookie information, software and hardware attributes, the page you request and other standard browser parameters.

When you use our services, we send one or more cookies - a small file containing a string of characters - to your device that uniquely identifies your browser. We use cookies to improve the quality of our service, including for storing user preferences, tracking user trends, and providing you with a better experience. We may set one or more cookies in your browser when you use our services or one of our partner's services. When you send messages, publish content, post material, transmit information or email through our services, we may retain the same in order to process your inquiries, respond to your requests and improve our services.

Our infrastructure consists of servers deployed at multiple datacenters that are owned and operated by us or our partners. All information collected within our services resides on this network of servers.

Use of Information

We only use and process personal information for the purposes described in this Privacy Policy. In addition to the above, such purposes include:

1. Communicating with you

2. Making the sites or services easier to use by eliminating the need for you to repeatedly enter the same information
3. Providing our services
4. Auditing, research and analysis in order to maintain, protect and improve our services
5. Ensuring the technical functioning of our network
6. Protecting our rights or property and that of our users
7. Developing new services
8. As described in the respective terms of service of each of our services and in the Neel iNFOTECH Customer Master Agreement

No-Spam Policy

We have a strict No-Spam Policy prohibiting the use of any data collected to send spam. We will not sell any contact information to third parties.

Choices for Personal Information

When you sign up for a particular service that requires registration, we ask you to provide personal information. If we use this information in a manner different than the purpose defined herein and in the terms of the services offered then we will ask for your consent prior to such use. Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some of our features and services may not function properly if your cookies are disabled. You can decline to submit personal information to any of our services, in which case we may not be able to provide those services to you.

Information Sharing

We only share personal information with other companies or individuals in the following limited circumstances: We have your consent Sharing the information with our subsidiaries, affiliated companies or other trusted businesses or persons for the purpose of processing personal information on our behalf. We require that these parties agree to process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures. We have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to: (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Service, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against harm to rights, property or safety, of our users, us or the public as required or permitted by law. We may share with third parties certain pieces of aggregated, non-personal information, such as the number of users by demographic. Such information does not identify you individually. As permitted and described in the respective terms of service of each of our services and in the Neel iNFOTECH Customer Master Agreement

Information Security

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to our employees, contractors and agents who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Accessing and Updating Personal Information

When you use our services, we make good faith efforts to provide you with access to your personal information and to correct this data if it is inaccurate.

Changes to this Privacy Policy

Please note that this Privacy Policy may change from time to time.

For more information mail us in neel@neelinfotech.in

Terms and Conditions

By using any portion of Neel iNFOTECH service, you are agreeing to this service agreement on this document entirely. Neel iNFOTECH reserves the right to modify this terms and conditions policy at any time, effective immediately upon posting of the modification.

1. Use of services

1.1 Excessive CPU, Bandwidth or Disk Space Usage has the ability to compromise our shared hosting environment. This is the result of using the system in a manner that encumbers disk space, processors or other system resources beyond the allowances of your specific plan type and to the degree that your usage compromises the hosting accounts of our other customers.

1.2 Excessive resource usage – cgi scripts or other executable code that consumes an undue amount of CPU time [defined dynamically by Neel iNFOTECH at will] will be reprioritized if possible, or we will ask you to discontinue its use either permanently or the script is altered by yourself or third party to operate in a less resource-hungry manner. Failure to cease operation of the offending executable will be considered as server abuse. Neel iNFOTECH reserves the right to terminate any process which it deems to be using excessive resource usage.

1.3 Background processes – background process [that is, application or utilities that are started from within an interactive shell login, and set to run permanently in the background on a server] are not to be initiated without prior arrangement with use. We reserve the right to examine all code before it is run on the server. Running of background processes without prior arrangement in and confirmation in writing from Neel iNFOTECH is server abuse.

1.4 Pornography – Neel iNFOTECH prohibits the storage and transmission (inbound and outbound) of pornography with the exception of softcore erotic art. Written permission must be obtained before any pornographic material is stored and/or transmitted through Neel iNFOTECH servers.

1.5 Copyright software, Warez, destructive applications, copyright media, proprietary computer information and hacking & cracking sites are strictly prohibited on any portion of our services and network. Customers storing & transmitting (inbound and outbound) files that violate copyright or other federal laws are grounds for instant termination of service.

1.6 Any incident of server abuse is grounds for immediate and unconditional account termination. Common examples of abusive practices are listed below and Neel iNFOTECH reserves the right of interpretation as to what constitutes abusive practices. In short

– if you are unsure that your actions may be perceived as an abuse of service, contact Neel iNFOTECH directly to check with us before proceeding.

1.7 Email abuse – Unsolicited Commercial Email [‘Spam’] is implicitly forbidden. This is considered server abuse and is grounds for immediate termination.

1.8 Selling for free – Neel iNFOTECH prohibits any portion of its services to be resold without charge. This includes but not limited to: entire hosting accounts, email services, scripts, FTP accounts, MySQL databases, applications, licenses, web space and bandwidth (this includes image hosting and file/data hosting services, either free or subscription/fee based).

1.9 Proxy websites and such are prohibited.

1.10 Neel iNFOTECH will not tolerate misuse of space, the space allocated is for website only. It can not be used for storing files or softwares not linked to website.

1.11 We do not allow hosting of mp3 files and video files.

1.12 File hosting sites or sites designed primarily for download contents are not allowed in our webspace

1.13 Bandwidth allocated is only for website hosted on our server, Using bandwidth for other websites by hotlinking is not allowed.

1.14 Webmail can be used only for temporary storage of emails, we recommend our customer to use pop3 to download emails to their own PC. Storing email in webmail is not allowed.

1.15 We do not allow hosting of adult sites on our servers.

2. Payment and Bills

2.1 All accounts are set-up within 24 hours after successful payment on a pre-pay basis only. The Payment Invoice/Receipt will be deliver to your registered e-mail id immediately after invoice marked paid.

2.2 Neel iNFOTECH will suspend your account if outstanding bills have not been paid in within 5 days. Neel iNFOTECH reserves the right to suspend the account

2.3 Neel iNFOTECH reserves the right to impose a re-activation fee for accounts that have been suspended.

2.4 All payments to Neel iNFOTECH are non refundable. Unless agreed otherwise.

3. Backups

3.1 We strongly encourage all of our customers to do their own backups on their home computers or CD to ensure you have ready access to your data in the event, we should have a hardware failure. Although we regularly take backups of our server and we do not expect anything like this to occur, we want you to be prepared in the event that it does. Please kindly take backups of your all files.

3.2 Even the best and most complete and redundant backup systems can and do fail for a variety of reasons, despite the best efforts of the Web hosting service. THEREFORE, Neel iNFOTECH DOES NOT GUARANTEE THE AVAILABILITY, COMPLETENESS, CURRENCY, OR INTEGRITY OF THESE BACKUPS OR THE DATA THEY CONTAIN. Consequently, you must not rely upon the availability, completeness, currency, or integrity of these backups.

3.3 Customers are responsible for maintaining their own backups on their own personal computers or other computers.

3.4 Neel iNFOTECH does not provide any sort of compensation for lost, inaccurate, incomplete, or outdated data in the event that Neel iNFOTECH's backups do not function properly, regardless of the reason(s) for any such malfunction, even if the malfunction was due to the fault or negligence of Neel iNFOTECH.

Cancellation and Refund Policy

Cancellation of service renewals for on-going website promotion, website hosting or domain registration services must be made at least seven 7 business days prior to the end of the current service period. Requests received later than seven 7 business days prior to the end of the current service period will be treated as cancellation of services for the next service period.

You need to Request Cancellation through your client area control panel / by submitting support ticket or send mail

to billing@nitech.pw to cancel your service. After receiving the cancellation request the partial amount or any deduction will be refunded via Bank method of payment within 10 to 15 working days.

Refund Policy

At Neel iNFOTECH we take great pride in delighting our customers. Please review our refund policies for different services. You can also ask for the Updates in Refubd policy at billing@nitech.pw

For Web Hosting Accounts All new web hosting accounts are covered by a 30 day money back guarantee. If you become dissatisfied with our services at any point within the first 30 days of holding an active account, we will issue a 100% refund of your money unless otherwise specified at, or prior to, the time of purchase.

For Web Hosting Renewals Your web hosting account will renew on a monthly or yearly basis. Refunds for web hosting account renewals will be granted to customers who request a cancellation of their service, in writing, no later than 5 days before the renewal date. No exceptions will be made to this policy.

For Domain Names All domain names sales are made final at the time of purchase. You are the sole owner of any domain names registered through our services upon payment in full. Should you decide to leave our service for another provider, domain names are transferable and therefore not subject to refunds. Changes to registered domain names (incorrect spelling, etc..) cannot be made once the domain has been purchased with a domain registry. It is very important that you verify the spelling of your domain name and it is recommended that you have someone else read it as well to ensure it is exactly as expected.

For Domain Name Renewals Domain Name renewals are billed automatically on the schedule agreed to in the contract. They will renew automatically until you write in and cancel the renewal of you domain name. Keep in mind that domain names are on a minimum of an annual plan. **For Web Designing/Development**

In case any client is not completely satisfied with our services we can provide a refund within 30 days from the date of installation of the Project. The final refunds will be made after deducting the Service Tax and the Hourly charges for the work completed by us.

Due to Transaction Failure / Twice Deduction If you facing transaction failure issue then please check your bank account for any deduction, if you not find any deduction then you can try again to pay for that invoice otherwise you just submit support ticket with bank statement to follow that issue. In case you paid Twice for one transaction, then please open a support ticket or mail us to check the issue and the one transaction amount will be refunded via same source within 15 to 20 working days.

Non Payment for Services will Lead to penalty charges of 30% Extra On Total Value of Product.

Non Payment for Services but Paid Part amount will Lead to penalty charges of 20% Extra On Total Value of Product.

Domain name, Limited Hosting Plans & Business Email Purchased Via Cash Mode will not be Refunded Back in any circumstance.

Purchased Products Once Billed will not be Processed for Refund as it is Made on behalf of mutual understanding.

Any Service Related charges Can't processed for Refund in any circumstance.

Disclaimer

The information contained in this website is for general information purposes only. The information is provided by Neel iNFOTECH and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Neel iNFOTECH. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Neel iNFOTECH takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control. Disclaimer.