

HYDERABAD, TELANGANA, INDIA**Important: Please Read Our Terms Carefully**

For a successful and long-lasting partnership, it is essential that every customer fully understands and agrees to our Terms & Conditions, Annual Maintenance Contract (AMC), and Support policies. These documents define the rights and responsibilities of both Kittys Micro Solutions and our valued customers, ensuring transparency and mutual trust. They detail the scope of services, payment terms, data safety responsibilities, and legal obligations that form the foundation of our ongoing relationship.

Reading and accepting these terms helps us provide you with the best support and maintenance service while protecting your interests and ours over the long term. Please review all conditions carefully before purchasing or renewing any software or AMC plan.

Online support

After an offline software sale, the software company is legally expected to provide support that primarily covers software-related technical assistance within the agreed terms, usually specified in the sales or maintenance agreement. Support generally includes remote installation help, bug fixes, troubleshooting, and minor customizations like bill and report modifications as per customer requirements. This support is typically valid for the initial warranty or AMC period and any subsequent AMC renewals.

The company is not legally obligated to provide hardware support, accounting consultation, or handle issues caused by customer negligence such as failure to maintain proper data backups. Customers are responsible for data safety, and it is recommended to use secure cloud storage for backups. The support terms also clarify that software is sold "as is," and no obligation exists for major custom development unless separately contracted.

Payments for support services beyond the included AMC term must be made in advance, and refusal to pay can result in discontinuation of support. The company limits liability for data loss, software malfunction, or indirect damages, clearly stating these in the terms. All support-related disputes fall under the specified jurisdiction, which is Hyderabad in your case.

This ensures clarity on the scope, limits, and responsibilities for support post-sale, safeguarding both the software company and the customer's interests legally.

Annual Maintenance Contract (AMC) for Offline Software**1. AMC Coverage**

- AMC includes software technical support, remote installation assistance, and updates such as bill and report printing customization as per customer needs.
- Preventive measures and bug fixes are included during the AMC period.

2. AMC Duration and Renewal

- The first-year AMC is included with the software purchase.
- Renewal of AMC after the first year is optional and can be availed based on customer preference.

3. Service Support

- Support is provided remotely online.
- AMC includes software-related support only; hardware or peripheral issues are excluded.

4. Customer Responsibilities

- Regular backup of data is the responsibility of the customer.
- It is recommended to keep the data folder safe using cloud storage services like OneDrive, Google Drive, or Dropbox to prevent data loss.

5. Payment Terms

- AMC charges must be paid annually in advance if renewed after the first year.

6. Limitations

- AMC does not cover software customization beyond predefined bill/report adjustments unless separately agreed.
- Data loss due to hardware issues or customer negligence is not covered.

Terms and Conditions for Offline Software

1. License

- The software license is valid for a single computer and is non-transferable. Separate licenses are required for use on additional devices.

2. Installation and Training

- Installation is provided via remote online support.
- Free online training and basic customization of bills and reports are offered with the first-year AMC.

3. Payment and Refunds

- Payments are accepted via UPI (9347333331) or Demand Draft in favor of *KITTYS MICRO SOLUTIONS*, Hyderabad.
- Software amounts are non-refundable. Customers should evaluate the software demo before purchase.

4. Data Backup

- Customers must take timely backups. Data safety is recommended using cloud storage platforms.
- KMS or its employees are not liable for any data loss caused by negligence or external factors.

5. License Replacement

- Loss, damage, or theft of license or computer requires full payment to reissue the license.

6. Support Scope

- Support is limited to software issues only. No hardware, printer, scanner, or accounting consulting is covered.

7. AMC

- Annual Maintenance Charges are payable yearly after the first year, optionally as per customer choice.

8. Jurisdiction

- All matters related to the software and contracts are subject to Hyderabad jurisdiction.