

MASTER LEGAL & SERVICE AGREEMENT

TERMS & CONDITIONS OF SERVICE

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Domains: aravalihomecare.com | aravalihomecare.org

Effective Date: August 22, 2026 (Effective July 21, 2026)

Verified Official Policy & Legal Addendum

CHAPTER 1: PRELIMINARY PROVISIONS & REGULATORY FRAMEWORK

1. Definitions and Nomenclature

'Company' refers exclusively to Aravali Home Care, operating from its registered base in Jaipur, Rajasthan, including its parent corporations, sister concerns, subsidiaries, directors, equity partners, officers, administrative staff, full-time employees, site supervisors, and legally authorized representatives.

'User' refers to any individual person, sole proprietorship, corporate body, partnership firm, LLC, or digital web browser interacting with the Website or Services.

'Customer' or 'Client' refers to any User who progresses beyond website browsing to initiate formal commercial contact, requests site inspections, receives estimates, pays deposits, or signs specialized execution agreements.

'Services' refers to the entire spectrum of lifestyle, structural, and aesthetic property interventions offered by the Company, including interior design, architectural space planning, 3D conceptualization, internal/external masonry painting, multi-tier industrial waterproofing, modular kitchen engineering, structural layout renovations, carpentry, civil works, electrical mapping, and raw material sourcing.

2. Comprehensive Legal Interpretation

Structural Context: Headings and paragraph titles are inserted strictly for scanning convenience and shall not limit or expand the legal scope.

Statutory References: Any reference to a specific statute incorporates all subsequent amendments passed by the governing legislature in Rajasthan/India.

3. Unconditional Acceptance of Terms

Binding Mechanism: By accessing this Website or booking any site inspection or service, the User issues an irrevocable, unconditional declaration of acceptance of these Terms in their entirety.

CHAPTER 2: DIGITAL INTERFACE USAGE & CODE OF CONDUCT

5. Website Usage Terms and License Grant

Scope of License: The Company grants the User a restricted, non-exclusive, non-transferable, revocable personal license to view visible digital contents.

Platform Availability: Deployed on an 'as-is' and 'as-available' infrastructural framework without uptime warranties.

6. Prohibited Activities and System Abuse

Automated Data Scraping: Utilizing bots, spiders, or scrapers to extract text, design portfolios, or pricing tables is strictly banned.

Security Penetration: Probing, scanning, or testing firewalls or injecting malware/Trojan payloads will result in immediate civil/criminal prosecution.

CHAPTER 3: CLIENT CONSULTATIONS, QUOTATIONS & BOOKING ARCHITECTURE

9. Service Booking Protocols: Web inquiries do not create a binding contract until an authorized confirmation document is issued with a tracking number.

10. Rules Governing Free Site Visits: Confined to defined municipal perimeters and standard urban zones within Jaipur, Rajasthan. Out-of-bounds locations incur travel convenience fees.

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Corporate Headquarters: Jaipur, Rajasthan, India | Helpline: +91 92511 11069 | Email: admin@aravalihomecare.com

11. Scope of Consultation: 3D visual models and advice represent professional aesthetic opinions, not formal licensed structural engineering load audits.

12. Terms of Quotations: Every quotation is valid for a strict, unextendable duration of fifteen (15) calendar days from issuance timestamp.

13. Taxation: All rates are net values; GST and statutory levies under Indian tax codes will be appended on the final invoice.

CHAPTER 4: PROJECT EXECUTION & OPERATIONAL DISCIPLINE

14. Project Agreements: Specific physical project agreements integrate these Master Terms by permanent reference.

15. Milestone Billing: Payment milestones (e.g., 40% advance booking, 30% material dispatch, 20% mid-stage, 10% post-snagging) must be cleared within 48 hours of presentation. 3-day delays grant the Company the contractual right to halt on-site operations.

16. Customer Obligations: Customer must provide authentic structural blueprints, secure written housing society/RWA NOCs, and guarantee continuous 5A/15A power and domestic water lines.

17. Unhindered Access: Crew must receive safe daily access between 09:00 AM and 06:00 PM.

18. Project Timelines: Completion dates are reasonable commercial estimates; excusable delays include client change requests, finish selection delays, and extreme monsoon weather.

CHAPTER 5: MATERIEL, QUALITY MATRICES & SPECIALIZED SERVICES

19. Natural Materials: Solid wood, marble, and granite exhibit natural variations in grain, texture, and color tone which are authentic characteristics, not defects.

20. 3D Visualizations: Conceptual visual guides; minor real-world adjustments may occur due to on-site plumbing and wall alignment realities.

21. Renovation Provisions: Concealed asset damage (hidden old unmapped pipes or electrical wires) is solely the client's financial responsibility.

22. Painting Services: Paint durability depends on the underlying plaster substrate. Pre-existing internal capillary seepage must be waterproofed first.

23. Waterproofing: Guarantees apply strictly to the specific chemically treated zone. Third-party punctures void the waterproofing barrier warranty.

24. Modular Kitchens: Once 2D laser-guided manufacturing drawings are approved and factory cutting starts, dimensions are locked and cannot be altered.

25. Raw Material Supply: Risk of loss or weather damage transfers to the client once unloaded at the property gate.

CHAPTER 6: LIMITED WARRANTIES, EXCLUSIONS & SNAG PROCEDURES

26. Craftsmanship Warranty: Up to 5 years structured limited warranty on joinery alignment, leveling, and chemical bonding as specified on the warranty certificate.

27. Exclusions: Normal wear and tear, heavy impact misuse, harsh abrasive chemical scrubbing, unauthorized third-party repairs, or structural building settling cracks void warranty.

28. Snagging Review: Joint on-site inspection walkthrough to log cosmetic snags before final handover. Occupying space or delaying inspection beyond 7 days constitutes deemed full handover.

CHAPTER 7: INTELLECTUAL PROPERTY & MARKETING RIGHTS

29. Ownership: All design renders, software algorithms, brand assets, and catalog templates are exclusive IP of Aravali Home Care.

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32. Media Rights: Client grants the Company royalty-free rights to photograph before-and-after project states for marketing portfolios with complete homeowner anonymity guaranteed.

CHAPTER 8 to 11: LIABILITY, DISPUTES & JURISDICTION

37. Liability Ceiling: Maximum cumulative liability for any confirmed defect or breach is strictly capped at the total fee paid for that specific service segment.

38. Indemnification: Client indemnifies the Company against third-party claims arising from undisclosed property hazards or missing RWA permits.

41. Governing Law & Venue: Governed by the laws of Rajasthan, India. Exclusive legal jurisdiction rests with the competent civil courts in Jaipur.

43. Arbitration: Unresolved disputes after 30 days of good-faith bilateral discussions shall be settled via binding arbitration in Jaipur in English.

47. Official Contact: admin@aravalihomecare.com | +91 92511 11069 | Corporate HQ: Jaipur, Rajasthan.

EXECUTED & AUTHORIZED BY ARAVALI HOME CARE

Signed: Executive Directorate, Aravali Home Care | Date: August 22, 2026

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