

SUPIK Terms and Conditions

Effective Date: January 10, 2025

Welcome to SUPIK (“we,” “us,” “our”). These Terms and Conditions (the “Terms”) govern your use of our services, including the SUPIK mobile application, website, and any associated products and services (collectively referred to as the “Service”). SUPIK is a platform operated by Vavar Technology Pvt. Ltd. (“Company”), connecting farmers (“Users”) with agricultural service providers (“Providers”).

By accessing or using the Service, you acknowledge and agree to these Terms and our Privacy Policy. If you do not agree to any part of these Terms, you must immediately discontinue use of the Service.

1. Acceptance of Terms

1.1 Binding Agreement: By using our app or website, you agree to comply with these Terms, forming a legally binding agreement with SUPIK.

1.2 Updates and Modifications: SUPIK reserves the right to update or modify these Terms at any time. Users will be notified of significant changes through email or platform notifications. Continued use of the Service after updates constitutes acceptance of the revised Terms.

2. Scope of Service

2.1 Intermediary Role: SUPIK acts as an intermediary connecting Users with Providers. SUPIK does not directly offer or perform agricultural services.

2.2 Platform Usage: SUPIK facilitates communication and payment processing between Users and Providers. Users and Providers are solely responsible for fulfilling their respective obligations under agreed services.

3. User Responsibilities

3.1 Registration:

- Users must create an account using accurate, current, and complete information.
- Account confidentiality and activity under the account are the User’s responsibility.

3.2 Usage Obligations:

Users agree to:

- Use the Service for lawful purposes only.
- Provide clear and accurate information when posting requests or hiring Providers.
- Communicate effectively with Providers to ensure mutual understanding of expectations.
- Fulfill payment obligations immediately upon service completion.
- Provide necessary access and resolve logistical issues for successful service execution.

3.3 Compliance:

Users must ensure that services performed do not result in disputes with neighbors or third parties. SUPIK is not responsible for such conflicts.

4. Service Provider Responsibilities

4.1 Legal Compliance:

Providers must comply with all applicable laws, hold necessary certifications, and ensure their services meet industry and legal standards.

4.2 Pre-Service Agreement:

Providers must finalize all service details, including payment terms, timelines, and land access requirements, with Users before commencing any service.

4.3 Independent Contractors:

All Providers operate as independent contractors. SUPIK does not employ or supervise Providers and is not liable for their actions or omissions.

5. Disputes and Liability

5.1 Dispute Resolution:

SUPIK is not responsible for resolving disputes between Users and Providers but may offer limited mediation support without guaranteeing a resolution.

5.2 Limited Liability:

SUPIK is not liable for:

- Service cancellations or delays.
 - Losses, damages, or injuries incurred during service delivery.
 - Disputes between Users and Providers.
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6. Payments and Fees

6.1 User Payments:

- Users must make full payment immediately after service completion through the SUPIK platform.
- Non-payment will result in account suspension and may trigger legal actions, including recovery fees.

6.2 Provider Payments:

- SUPIK will process payments to Providers on a fixed schedule. This schedule may be adjusted at SUPIK's discretion, with prior notice to Providers.

6.3 Cancellation Fees:

- Cancellation fees may apply for confirmed services canceled by either party. These fees will be disclosed at the time of cancellation.

6.4 Payment Processing:

- Payments are securely processed through linked payment methods. Users are responsible for maintaining valid payment details.

6.5 No Responsibility for Damages:

- SUPIK is not responsible for repair costs, damages, or disputes between Users and Providers regarding service execution.

6.6 Finality of Payments:

- Payments made through SUPIK are final and non-refundable unless explicitly approved by SUPIK.
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7. Disclaimers; Limitation of Liability; Indemnity

7.1 Disclaimers:

- SUPIK provides its platform "as is" without warranties.
- We do not guarantee uninterrupted access to the platform or the quality of services offered by Providers.

7.2 Limitation of Liability:

- SUPIK is not liable for indirect, incidental, or consequential damages, including loss of profits, data, or goodwill.

7.3 Indemnity:

Users and Providers agree to indemnify SUPIK against any claims, damages, or expenses arising from:

- Breach of these Terms.
 - Use or misuse of the Service.
 - Disputes or damages between Users and Providers.
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8. Account Termination

8.1 Termination by SUPIK:

SUPIK reserves the right to suspend or terminate any User or Provider's account or access to the platform at any time, with or without prior notice or explanation, for any reason, including but not limited to:

- Violations of these Terms.
- Fraudulent activity.
- Non-compliance with applicable laws.

8.2 Voluntary Termination:

Users and Providers may terminate their accounts at any time by contacting SUPIK. Account data will be deleted in accordance with SUPIK's data retention policy.

9. Intellectual Property

All content on the SUPIK platform is owned by SUPIK or its licensors. Unauthorized use or reproduction is strictly prohibited.

10. Privacy and Data Use

SUPIK collects and processes personal data in accordance with its Privacy Policy. Users consent to this data collection and use by accessing the Service.

11. Governing Law and Jurisdiction

These Terms are governed by the laws of India. Disputes will be subject to the exclusive jurisdiction of Indian courts.

12. Contact Information

For inquiries, please contact us:

SUPIK

Email: vavartechology@gmail.com

Phone: +91 9096520898

Address: Balewadi, Pune, India - 411045