

# TERMS & CONDITIONS

## A. REFUND AND CANCELLATION POLICY

*Last Updated: June 10, 2026*

Thank you for choosing Parvathy AI Automation Company (hereinafter referred to as "the Company," "we," "us," or "our"). We are committed to designing, building, and delivering high-quality, customized digital automation solutions, workflow integrations, and software assets.

Due to the highly customized nature of our services, which involve non-recoverable developer hours, strategy sessions, and the immediate transfer of digital assets and intellectual property, we operate under a strict refund and cancellation policy as outlined below.

### 1. SCOPE OF SERVICES

This Refund and Cancellation Policy applies to all services, deliverables, custom software builds, workflow scenarios (including but not limited to Make.com, n8n, Meta, and OpenAI integrations), custom scripting, and digital assets designed, developed, or delivered by the Company.

### 2. MILESTONE PAYMENT STRUCTURE

Unless otherwise agreed in a signed Statement of Work (SOW), all projects are divided into milestone-based payments to protect both the Client and the Company:

Milestone 1 (Deposit): A fifty percent (50%) upfront deposit is required to secure project planning, strategy development, and initiate configuration and software engineering.

Milestone 2 (Handoff): The remaining fifty percent (50%) balance is due upon successful demonstration of the working system and prior to the transfer of the workflow assets to the Client's live environment.

### 3. CANCELLATION PRIOR TO DELIVERY

Clients may choose to cancel project engagements at any point prior to final delivery, subject to the following terms:

**Before Work Begins:** If the Client cancels the engagement in writing before any strategy, setup, design, or development work has commenced, the Company will issue a one hundred percent (100%) refund of the upfront deposit.

**During the Build Phase:** If the Client chooses to cancel the project after design, planning, or engineering work has commenced, the 50% upfront deposit is strictly non-refundable. This deposit will be retained by the Company to cover non-recoverable labor, overhead, and development hours. The remaining 50% handoff balance will be waived, and no further invoices for that project will be issued.

### 4. NO REFUNDS POST-DELIVERY

Once a custom automation, database, script, or digital workflow is successfully demonstrated to the Client, approved, and handed over or integrated into the Client's live environment, all payments made to the Company are strictly non-refundable.

The Company cannot offer refunds on completed installations because:

We cannot "revoke" or "return" the intellectual property, design schemas, or custom coding transferred to the Client.

The physical developer labor and specialized consulting hours expended to create the software cannot be recovered.

#### 5. 30-DAY COMPLIMENTARY FUNCTIONALITY WARRANTY

To ensure peace of mind and guarantee that our deliverables perform as intended, the Company replaces standard monetary refunds with a dedicated 30-Day Functionality Warranty:

Scope: For thirty (30) calendar days following the final project handoff, the Company will provide complimentary troubleshooting, debugging, and patching for any errors, breaks, or failures originating directly from our original build.

Exclusions: This warranty does not cover breaks, failures, or service interruptions caused by:

Manual changes, edits, or deletions made to the workflow or database by the Client's team or third parties.

Updates, policy changes, rate-limiting, or service outages on third-party API platforms (e.g., Meta, n8n, Make.com, OpenAI).

Force majeure, internet service provider failures, or hardware malfunctions.

#### 6. THIRD-PARTY SOFTWARE SUBSCRIPTIONS

Our automation solutions rely on third-party platforms. The Client is solely responsible for creating, maintaining, and paying for their own accounts (including but not limited to Make.com, n8n, HubSpot, OpenAI, Google Workspace, and Meta/Facebook). The Company is not responsible for, nor will

we refund under any circumstances, any licensing, hosting, or usage fees charged by these third-party services.

## 7. CONTACT US

If you have any questions or concerns regarding our Refund and Cancellation Policy, please contact us at:

Parvathy AI Automation Company

Email: [hello@parvathyai.com](mailto:hello@parvathyai.com)

Website: [www.parvathyai.com](http://www.parvathyai.com)

## **B. GENERAL LEGAL DISCLAIMER**

*Last Updated: June 10, 2026*

The information, services, custom automations, templates, software workflows, and digital infrastructure provided by Parvathy AI Automation Company (hereinafter referred to as "the Company," "we," "us," or "our") on our website, in our proposals, or delivered as custom builds are subject to the terms of this General Legal Disclaimer. By accessing our website or using any of our services, you acknowledge and agree to the terms below.

### 1. INFORMATION PURPOSES ONLY

Any educational materials, blog posts, video demonstrations, templates, or advice shared on our website, social media, or during initial consultations are provided for general information purposes only. They do not constitute professional, legal,

financial, or technical advice, and should not be relied upon as such.

## 2. NO GUARANTEE OF SPECIFIC OUTCOMES

While our custom automation systems are designed to improve efficiency, reduce manual labor, and optimize business processes, we do not guarantee any specific financial, marketing, operational, or business outcomes.

Any case studies, testimonials, or performance projections shared by the Company are illustrative examples of what is possible. Individual business results vary depending on market conditions, client execution, platform policies, and other external factors.

## 3. DEPENDENCY ON THIRD-PARTY PLATFORMS ("AS-IS" LIMITATION)

Our automation systems and workflow integrations (such as Make.com, n8n, Airtable, OpenAI, and Meta/Instagram Graph API) are dependent on software owned, maintained, and operated by third parties.

We build and deliver these integrations on an "as-is" and "as-available" basis.

We cannot and do not guarantee the continuous, uninterrupted, or error-free operation of third-party platforms. The Company is not responsible for any downtime, data loss, API rate-limiting, platform suspensions, or cost increases initiated by these third-party providers.

## 4. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, in no event shall Parvathy AI Automation Company, its founders,

employees, or contractors be liable for any direct, indirect, incidental, special, consequential, or punitive damages, including but not limited to:

Loss of profits, revenue, or business opportunities.

Loss of data, leads, or customer relationships.

System downtime, operational delays, or software crashes.

Account suspensions or bans on social media or API platforms resulting from automated activity.

Under all circumstances, the Company's total cumulative liability to any client for any and all claims arising out of our services shall be strictly limited to the actual amount paid by the Client to the Company for the specific project or service under dispute.

#### 5. ACCURACY OF ARTIFICIAL INTELLIGENCE (AI) OUTPUTS

If your custom automation utilizes Large Language Models (LLMs) or generative AI tools (such as OpenAI GPT, Google Gemini, or Anthropic Claude):

You acknowledge that AI technologies are subject to "hallucinations" (generating inaccurate or false information).

The Client assumes full responsibility for reviewing, editing, and verifying all AI-generated content (including captions, replies, emails, and translations) before it is published, sent to customers, or used in business operations.

The Company is not liable for any inaccurate, offensive, misleading, or non-compliant content generated by automated AI modules.

#### 6. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Parvathy AI Automation Company, its directors, officers, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, or expenses (including reasonable legal fees) arising out of or in connection with your use of our custom automations, your violation of third-party platform terms of service, or your publication of content generated by our systems.

#### 7. AMENDMENTS

We reserve the right to modify, amend, or update this Disclaimer at any time without prior notice. Your continued use of our services following any changes constitutes your acceptance of the updated Disclaimer.

#### 8. CONTACT INFORMATION

For any legal inquiries or clarifications regarding this Disclaimer, please contact us at:

Parvathy AI Automation Company

Email: [hello@parvathyai.com](mailto:hello@parvathyai.com)

Website: [www.parvathyai.com](http://www.parvathyai.com)