



Service Agreement

1. At Coderain, we are committed to provide you the best service.
2. Control Panel and FTP details will not be shared. Dedicated control panel requests will be charged as per requirements submitted.
3. Source files will not be shared for "Pay as You Grow" plans.
4. Addition features or requests for changes in design will incur extra cost.
5. Time frame for implementation of change requests will depend on the complexity of the changes required.
6. Opting out of the "Pay as You Grow" plans will require the customer to pay the Website Design Fee.
7. On agreement of designs, functionality and service plan, 50% of the total fees is to be paid upfront as purchase cost of domain name and space, with the remaining 50% to be paid on deployment of site.
8. Refund requests will not be entertained, unless Coderain is not able to implement the specifications as requested.
9. All customers are allocated an annual quota of free change requests. Every change request exceeding the free quota will be charged extra.
10. Promotional offers are applicable to new clients only.
11. Annual installment is to be paid by the end of the 11th month of Coderain service. Failure to do so in spite of repeated reminders will result in termination of service.
12. Domain/Site transfer will incur additional cost.
13. Coderain will not accept responsibility for any copyright or legal issues that arise due to website content.
14. Coderain will not hold responsibility for any Server related grievances.