

# Order Procedure and Terms & Conditions

## Technical Support Assistance

All the service issues are to be registered at <http://helpdesk.ignitecreation.com> or mailed at [info@ignitecreation.com](mailto:info@ignitecreation.com). The complain registration date and time will be treated as the starting time of the problem. Phone & Chat Support may also be extended should the need be.

Helpdesk for Tech Support : <http://helpdesk.ignitecreation.com>

Knowledge Base Support : <http://helpdesk.ignitecreation.com/kb>

### Phone Numbers:

Dial Office: +91 33 22102320 || +91 33 22102321

Cell :+91 9007202626

**Support Email** : [info@ignitecreation.com](mailto:info@ignitecreation.com)

### Correspondence Address:

IgniteCreation  
305,Mukti Chamber,4A Clive Row,  
Kolkata  
West Bengal, India - 700001

## General:

- Our mode of payments:
  1. Demand Draft or Cheque : Please send your D.D./Cheque in favour of "IGNITE CREATION" Payable at 'KOLKATA'. Courier/Post it to -  
IGNITE CREATION, 305 Mukti Chamber,4A Clive row. Kolkata-700001
  2. For other Payment Mode – Please mail us at [info@ignitecreation.com](mailto:info@ignitecreation.com)
    - Please write the order details in short and your contact address using pencil at the back side of the D.D. Send the DD with a cover letter attached, containing the order details (in case of order through website – order email's hard copy).
    - It will take few days after receiving the D.D. to activate the order depending on type of order.
    - Delivery of order in the due date can be delayed due to some unavoidable circumstances like technical problems.
    - 'IGNITE CREATION' does not hold any responsibility if the D.D. has been missed delivered.
    - Payment once received can not be refunded.
    - After sending the Payment, be sure to e-mail a confirmation with the payment details at '[info@ignitecreation.com](mailto:info@ignitecreation.com)'.
    - The rate of current contract or package may vary in the time of renewal from next year depending on the market scenario.
    - Be specific in writing or submitting you order. Incomplete orders will be canceled without prior notice.
    - Websites attracting any legal issues will not be permitted to host with IGNITE CREATION server space.
    - IGNITE CREATION will not allow any website to launch in the server containing vulgarism or pornography.
    - No warez (sites that contain illegal file downloads) sites will be allowed on our service.

- No sites exploiting children under the age of 18. Including modeling sites of young children.
- No sites containing illegal music files (mp3 or other) will be allowed on our service.
- No virus file or virus effected site will be allowed to host in our server.
- The POP3 mail A/c will not be allowed to use for spamming. If the POP3 mail A/c(s) close to exist it space limit the A/c will be cleared with out prior notice so it is advised to monitor and keep you mailbox clear regularly.
- For all contracts the payment has to be cleared in advance.
- The date of activation is the starting date for all contract.
- The date of renewal will be on eleventh month from the date of activation.
- The order will be processed only after clearance of full part of the payment as per the terms of the contract.
- Payment has to be cleared within 7 days of order, failing which the order will be canceled.
- IGNITE CREATION reserves the right to cancel any order without prior notice.
- The renewal rate will be charged concerning the rate of current year but not the first year's. Except web-designing the renewal charges will be 100% of the package rate or contract amount.
- Upgradation of any package or contract is a chargeable matter so subject to discussion.
- Any kind of problem faced regarding any services has to be registered at <http://helpdesk.ignitecreation.com>. The complain registration date and time will be treated as the starting time of the problem.
- All services will be provided for Minimum 1 year. All charges for the services mentioned are for 1 year. If not a special/customized contract.
- Any illegal activities operated using any of our services, applications or server (spamming, phishing or others) will cause the suspension of the respective account or service without any prior notice. The same may not be activated and no support/refund shall be extended in such events.
- Please note that the charges like "Swift Money Transfer" charge or DD Charges with Courier Charge of the payment or Hard Copy has to be borne by you.
- Any creation related to Information Technology Services, that is, Website, Software, CD Presentations etc. will carry appropriate company credentials and branding of IGNITE CREATION. Any requests for its removal will be a subject to discussion and cost reviews.
- All disputes are subject to the exclusive jurisdiction of Kolkata, West Bengal, India.

**End User License & Rights:**

- All rights of the project code belong to IGNITE CREATION, KOLKATA. It can not be claimed by the client except the special agreement to purchase the code signed separately. The license to use the System will only be provided to the client and his users as per the Terms of Service agreed.

**Domain Registration:**

- Domains are distributed as 'first come first serve' basis. So we will not be responsible if your domain become already booked in between time of receiving your payment. In that case you will be given option to book another domain.
- Be sure to write down the Domain name and select the extensions accurately in your order.
- The domains' rates are for a limited stock. It may change at new stock.
- Domain once activated will not be changed a part of it.

**Web Promotion or Search Engine Submission:**

- In Web Promotion Order with 'Keywords' - 50 keyword will be given free of cost, after that extra Rs.15/- per keyword will be charged.
- 4 submissions will be processed in a year.
- IGNITE CREATION is not giving any guarantee in case of web promotion about the ranking of your website.

**Web Designing, Development or Hosting:**

- In Web Designing the customer will have to make 50% of the payment as an advance.
- In Web Designing the full payment is to be made before the launching and after the final demonstration of the site.
- Maintenance/Renewal Charge for Next Year onwards is just the half of the package rate of that year.
- Site updation includes only the minor changes in text, image and links.
- Updatations depend on no. of page and volume of work.
- Change of design, major changes in site, increase of space, extra pages will be treated as upgradation. Upgradation is totally different than updation and it's fully a chargeable matter. The charge of up gradation is subject to discussion.
- Without paying the full amount of the package or contract customer will not be given support on part of that or any item from that package or contract.
- Before upgrading the existing contract or package the previous dues have to be cleared.
- All the materials (texts and photographs) for the designing and display in the website has to be provided by the concerned authority/Client and IGNITE CREATION will not take any responsibility for the same. We prefer soft-copy but also do accept hard copy. The Customer only is responsible for all the contents of his website.
- For Hosting services clients, IGNITE CREATION will not hold any responsibility for any content or material of their websites or online displays, but holds the authority to stop the service if the hosted content is found unauthorized, illegal or socially objectionable and unacceptable. Such contents shall not be allowed to host in our servers again.
- It is customer's responsibility to keep time to time data back-up of their hosting accounts, databases, mails or other data, to avoid unavoidable unfortunate unrecoverable circumstances and technical faults.
- IGNITE CREATION can provide Content Writing and Content Collection for the concerned authority but the matter is a subject to discussion and chargeable as per requirement.
- The Page size will be maximum of 8.5x18 inches (Approx one and half A4 size Page) long, containing minimum 10pt font size text using "Verdana" font.
- Page type will be of ".html"/".asp"/".php" - as per the designing requirement.

**Software Development:**

- In Software Development the customer will have to make 50% of the payment as an advance.
- In Software Development the customer has to pay another 50% payment or the final payment at the time of delivery of the Software.

**SMS Gateway Integration Service:**

- Supporting documents needed to activate plan as per TRAI norms
- The Integration can be done only if the Documents gets Approval of TRAI
- SMS sending allowed timing or days will be as directed by TRAI
- Fixed Design Templates needs to be designed for pre-approval

- SMS can be sent only through the developed system supporting the templates approved. Without template, general messages may not be allowed as per TRAI norms.
- Messages are to be sent to the pre-opted uses only.
- Promotional Messages will not be allowed to send through the system.
- The Message has to be template based & the format has to get pre-approved by TRAI
- SMS to be sent through “Pre-Formatted system” approved by TRAI
- Sender ID is required to send system generated messages based on the approved templates.
- SMS can be sent to DND No.s (Receiver’s prior consent must have been be recorded). Opt-in form will need to be approved by TRAI
- A single SMS consists 160 characters
- SMS to be sent to the subscribed user only
- Service will be activated after realization of payment.
- Balance credits will carry forward if account is recharged before expiry of validity.
- All SMS will be sent as per guideline of TRAI
- IGNITE CREATION do not take any responsibility of any malpractice or any operation not recommended by TRAI. Responsibility of sending any messages or any wrong doing or illegal activity through using the system will lie on the client or user.
- Any trace of spamming conducted by the client or user will cause the account to be blocked / deactivate sms account permanently and no encashment or refund and the money or transfer of pending sms balance will be available and the account will be forfeited without any prior notice.
- Further while using the sms services, client / user are instructed to completely take care of the TRAI and DNC guidelines in order to maintain your activated sms account.

**Hardware Sales & Service:**

- For warranty claims, Invoice and Money Receipt is necessary. No warranty on Consumable, Plastic Parts.
- Goods once sold will not be taken back. Standby will not be provided. Warranty valid for 350 days from the bill date.
- Our responsibility ceases when the goods are delivered to the party.