



Terms and Conditions

Last Updated on 1st January, 2025

1. NDA & Confidentiality

- We treat all information and materials you provide as confidential. We will not share your proprietary ideas, business data, or uploaded files with any third party, except as needed to provide our service (for example, with team members or service providers working on your project).
- Any documents or attachments you upload (such as pitch decks or business plans) will be securely stored and deleted within 30 days after we complete the service. We do not retain client documents beyond this retention period.
- If you require a formal Non-Disclosure Agreement (NDA), we will be happy to sign your NDA or work under these confidentiality terms. In either case, we commit to protecting your information and will not use it for any purpose other than delivering the agreed service.

2. Payment Terms

- All fees must be paid in full, upfront. We do not accept instalment, monthly, or quarterly payment plans. You will be invoiced after scheduling a consultation, and payment is due before we begin work.
- We will only charge your payment method after you have agreed to these Terms and scheduled the service. By proceeding with payment, you confirm your acceptance of all terms and conditions here.
- Payments are processed through a secure third-party gateway; we do **not** store your credit card or sensitive payment details. Any taxes or transaction fees are your responsibility and must be paid by you.

3. Refund Policy

- If you are not satisfied with our service, you may request a refund of **50%** of the fee. To qualify, you must submit a refund request by email to support@ambitiousstart.com within **10 days** of receiving the service deliverable.
- Refunds exclude any taxes or processing fees; only 50% of the net service fee is refunded. Refunds will be issued to the original payment method within 15 days of approving the request.
- No refund will be given if the 10-day window has passed, or if you cancel a service after it has already been fully delivered.

4. Changes to Services and Fees

- If you request **additional services** beyond what was originally agreed, we will inform you of the extra fees and require your written confirmation before proceeding. Additional work or deliverables will be billed separately.

- If you choose to **remove** or cancel any services that you have already confirmed or that have been delivered, those fees are **non-refundable**. In other words, you cannot downgrade or partially cancel and recover fees for services already provided.
- We reserve the right to adjust our pricing for new or extended services, but we will notify you of any fee changes before you commit.

5. Scope of Services and Disclaimers

- Our consulting services are based on the information and conditions available at the time of delivery. They are intended to provide guidance for your specific project and should **not** be construed as generalized legal, financial, accounting, or tax advice. You should seek professional advice where appropriate.
- We act as a second opinion or adviser. You are solely responsible for how you use our recommendations. Any implementation of our suggestions is done at your own risk. We expressly disclaim any liability for outcomes; you assume full responsibility for decisions made based on our work.
- The final deliverable will be a written report along with an online meeting to explain our findings. The delivery date will be as agreed upon during our discussions. We will make reasonable efforts to meet agreed deadlines, but all services are provided **“as is”** without guarantees of timing or results.
- **No Warranty:** We make no warranties about the service quality or results. Our services are provided on an “as is, as available” basis. We do not guarantee that the service will meet your expectations, be error-free, or uninterrupted.
- **Limitation of Liability:** To the fullest extent permitted by law, we are not liable for any damages or losses arising from your use of our services or reliance on our advice. This includes any indirect, special, or consequential damages (such as lost profits, data loss, or business interruption). Our total liability (if any) will not exceed the fees paid to us for that specific service.

6. Appointment Scheduling and Rescheduling

- **Initial Consultation:** You may book an initial consultation through our scheduling system. You are free to **cancel or reschedule** this consultation at any time, for any reason. There is no fee or limit on the number of times you can reschedule the initial consultation.
- **Final Deliverable Meeting:** Once your final report is completed, we will schedule a follow-up call (meeting) with you on the agreed date to present and explain the report. This **final presentation call cannot be rescheduled**; please ensure you are available at the scheduled time.
- **Post-Delivery Support:** After delivery, we provide up to **two** complimentary follow-up calls (maximum 30 minutes each) within 30 days to answer any questions about the deliverable. You may also email us with any clarifications, and we will respond as needed, up to 30 days from delivery. After 30 days, these free support sessions and email assistance will no longer be available.

7. Account Creation and Security

- When you schedule a service or consultation, we will automatically create an online account for you. This account can be used to manage your appointments, access deliverables, make payments, and track communications.
- You are responsible for keeping your account credentials (username, password) secure. You must immediately inform us of any unauthorized use of your account. We will not be liable for any loss or damage resulting from someone else using your account credentials.
- Please provide accurate and complete information when creating or updating your account. We may use your account information (name, email, phone, etc.) to contact you about your appointments and services.

8. Privacy and Data Collection

- **Information We Collect:** We collect personal and business information that you voluntarily provide through our website and scheduling form, including your name, email, phone number, business name, and details about your startup or project. We also collect any documents or data you upload (e.g., pitch decks, market research) to provide the service.
- **Use of Information:** We use your information solely to deliver and improve our services. Your data will be kept confidential and used only for the purposes of our project (for example, analyzing your business plan, generating reports, and contacting you about services).
- **No Unauthorized Sharing:** We do **not** sell or otherwise share your personal or business information with unrelated third parties. We may share data only with trusted service providers as needed (such as payment processors or technical staff) and only to the extent necessary. We also reserve the right to disclose information if required by law (e.g., court order or subpoena).
- **Data Retention:** Any materials or attachments you upload will be retained only for the duration needed to complete your project. All uploaded files will be deleted no later than 30 days after we deliver the final report. Any personal data in your account will be retained as necessary to provide ongoing services (such as follow-up support) and as required by applicable laws.
- **Cookies and Tracking:** Like many websites, we may use cookies and similar technologies to improve site usability (for example, to keep you logged in or remember your preferences). You may typically disable cookies via your browser settings, but doing so may affect the functionality of our site.
- **Children:** Our services are not intended for users under 18 years of age. By using our site and services, you represent that you are at least 18.

9. Third-Party Services

- We use third-party tools and integrations (such as payment gateways and scheduling platforms) to provide our services efficiently. These third parties have their own terms of use and privacy policies.

- For example, payments are handled by a secure payment processor (e.g., Stripe, Razorpay). We do not have access to or retain your credit card details; all transactions are processed through the third-party service's secure system. We encourage you to review their privacy and security policies.
- We also use scheduling APIs and video conferencing tools to book appointments and conduct meetings. These may collect certain data (like your email, meeting logs, etc.) as part of their functionality. We do not control these third-party data practices, but we limit their access to only what is necessary (for instance, only sharing your contact info to confirm appointments).
- We are not responsible for any actions or data handling by third-party providers. Your use of those services is subject to the terms and privacy policies of the respective providers.

10. Governing Law and Dispute Resolution

- These Terms and your use of our services are governed by the laws of India, specifically the State of **Maharashtra**.
- Any dispute or claim relating in any way to these Terms shall be resolved exclusively in the courts located in [City], Maharashtra. You and we each waive any claim that such a forum is inconvenient.

11. Acceptance of Terms

By scheduling or using any of our services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. If you do not agree to any part of these terms, please do not proceed with scheduling or using our services.

Sources: These terms incorporate standard practices from industry examples, including confidentiality, payment processing, privacy, and liability clauses, adapted to our services.