



YNAPS Terms

To deliver the best service, we have a set of terms which we think we both should follow. Please do go ahead and take a look for a basic refrance.



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President

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Welcome, We can assure you the Best Service and Support possible, if we both follow the terms below we will have the project moving smooth and fast.

We are a team of 25 Independent expert freelancers.

The Service offered by YNAPS will be bound by the following terms and conditions. please do follow the same for best service.

Thank you so much for your business.

We Strive for the Best Service Possible.

Its our pleasure to work for you,
and we would make sure to deliver the best.

Updates

We update the project every weekend.

We will be able to take changes/ updates / modifications only in a list format.

Depending upon YNAPS **plan the free update list can be between 2-6.**

The **last set of changes will be done after the pending payment is done.**

We will take care of all your changes, please be assured.

The changes should be shared within 1 week of project completion / live. Any change in the flow or Major structure change may be charged extra.

Warranty /AMC: You will have 1 Year of warranty for the delivered service / product. The Warranty is valid only if the code is hosted with YNAPS. Please Note: Warranty is against malfunctioning of the built services.

Scope of work

Please be aware of the job expected, as anything new after we start the project may be charged extra. Please avoid any detailed future APP / Project discussion as it may confuse the developers.

Any new points or change of project directions should be mentioned in clear points so we can share updated quote for the same. (if needed)

DATA Handling: We won't be able to take care of any DATA Handling jobs, we will add demo data on the website, and will provide you the option to update your real data. like products etc. (if you share contents like contact, about etc we will be able to update them.)

Design: We share the design/theme/front end before starting the project. in case you are looking for a custom design, that can be charged extra.



Payments



All Payments should be done as mentioned while creating the project. Please do note as we work on Milestone basis, we will need the payment on time to get the project moving fast. Generally the payment plan is 25% advance - 50% after the basics are ready and 25% when project is completed.

In all the possible situations the service will be delivered to you for the payment was received.



Calls

No Direct calls will be entertained, First a written text on WhatsApp or email needs to be placed before any call.

Based on YNAPS Service your project has, you may or may not have call support for your project.

You may always write us on WhatsApp and email.

Complains / Feedback

LEVEL 1

WhatsApp/email

You can write us on whatsapp about any complain or feedback.

WhatsApp @ 91 74280 92825

you can also email @ **hello@ynaps.com**



LEVEL 2

if the Level 1 does not solves the issue, you can email us at **hello@ynaps.com**

or WhtatsApp @ 9034664487 and we assure you the resolution within 24 hrs

THANK YOU

Thank you for your time for any questions please contact us.

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accounts@ynaps.es (for billing)

