

PRIVACY POLICY

Last Updated: 03/09/2026

This Privacy Policy explains how Servepro Hospitality and Facility Private Limited. collects, uses, handles and protects information provided by users, customers, prospective customers and visitors to our website.

By using our website or contacting us for our services, you agree to the terms of this Privacy Policy.

What Information We Collect

We may collect the following information:

- Name
- Company / Organization Name
- Contact Number
- Email Address
- Address / Location
- Service requirements and enquiry details
- Other information required for providing our services
- Any information voluntarily provided by you through our enquiry/contact forms

We will collect and process personal information in accordance with applicable Indian laws. We do not store credit card, debit card or similar card information through our website.

How We Use the Information

We may use the information collected for:

- Responding to service enquiries
- Understanding your service requirements
- Providing and managing our services
- Preparing quotations and proposals
- Communicating with you regarding our services
- Internal record keeping
- Improving our services and customer experience
- Internal training and quality assurance
- Sending relevant information regarding our services

These purposes are based on the service-related uses listed in your PDF.

Sharing of Information

We may share information where reasonably required with:

- Service providers assisting us in providing our services
- Our group companies, where relevant
- Auditors, consultants or professional advisors
- Government authorities, regulatory authorities or law-enforcement authorities where legally required

We do not sell or rent your personal information.

Cookies

Our website may use cookies and similar technologies to understand website usage and improve our website and services.

Third-party service providers, including analytics providers, may have their own privacy policies regarding their use of information.

Your Rights

You may request us to review, correct or amend the personal information provided by you, subject to applicable law.

You may also withdraw consent where applicable by contacting us through our official email address.

Please note that if certain information is necessary for providing our services, withdrawal or non-provision of such information may affect our ability to provide those services.

Data Retention

We may retain your information for as long as required to provide our services and as permitted or required under applicable law.

Data Security

We take reasonable precautions to protect the security and integrity of your personal information.

Contact / Grievance

For any questions, concerns or grievances regarding this Privacy Policy, you may contact us using the contact information provided on our website.

CANCELLATION & REFUND POLICY

Last Updated: 03/09/2026

Servepro Hospitality and Facility Private Limited. provides professional hospitality, housekeeping, facility management and related services. Cancellation and refund requests for services will be handled according to the agreed service terms, quotation, work order, service agreement or contract.

Cancellation of Services

- Cancellation requests must be communicated to Servepro in writing through the official contact details provided on our website.
- Cancellation of a service may be accepted depending on the nature of the service, service commencement status and the terms agreed with the customer.
- Once manpower, resources, equipment or other arrangements have been deployed for the service, cancellation may be subject to applicable charges as agreed in the quotation, work order or service agreement.
- For recurring or contract-based services, the applicable notice period for cancellation will be as specified in the respective service agreement or contract.

Refunds

- If a service has not been provided due to reasons attributable to Servepro, the customer may be eligible for a refund, subject to the terms agreed for that particular service.
- Where a service has already been provided, completed or partially provided, refund eligibility will be determined based on the service agreement and the actual services delivered.
- Any approved refund will be processed within the applicable period communicated by Servepro.
- Refunds, where applicable, will normally be made through the original payment method or another mutually agreed method.

Service Complaints

If you have any concern regarding the quality or delivery of a service, please contact our customer support/service team with details of the issue. We will review the matter and take appropriate action based on the applicable service agreement.

Important: Your PDF's original cancellation policy is written mainly for products/orders, including damaged products, perishable goods and manufacturer warranties. Those clauses should not be copied into Servepro's policy because they don't apply to your service-only business.

TERMS & CONDITIONS

Last Updated: 03/09/2026

These Terms and Conditions constitute an agreement between Servepro Hospitality and Facility Private Limited. and the customer or user of our website and services. By using our website or availing our services, you agree to these Terms and Conditions and our Privacy Policy.

Service Information

We provide hospitality, housekeeping, facility management and other related professional services as described on our website or in our service proposals. Service scope, manpower, frequency, duration, pricing and other applicable conditions may vary depending on the specific service agreement, quotation, work order or contract.

Customers are responsible for providing accurate information regarding their service requirements.

Service Charges & Payment

You agree to pay the charges applicable to the services availed from Servepro as specified in the relevant quotation, work order, purchase order, service agreement or contract.

Website Use

You agree not to use our website or services for any unlawful, illegal or unauthorized purpose or in violation of applicable Indian or local laws.

Third-Party Links

Our website may contain links to third-party websites. If you access such websites, their respective terms of use and privacy policies will apply.

Service Agreement

Where a customer engages Servepro for services, the specific quotation, work order, purchase order, service agreement or contract may contain additional terms relating to the scope, duration, pricing, payment, manpower and service requirements.

In case of any conflict, the specific written agreement between Servepro and the customer shall govern the relevant service arrangement.

Refund

Where applicable, a customer may be entitled to claim a refund if Servepro is unable to provide the agreed service, subject to the applicable service agreement and

Cancellation & Refund Policy.

Force Majeure

Servepro shall not be liable for failure or delay in performing its obligations where such performance is prevented or delayed by circumstances beyond its reasonable control, including events qualifying as force majeure.

This principle is also included in your provided Terms & Conditions draft.

Limitation of Liability

Information published on our website is provided for general informational purposes.

While we make reasonable efforts to keep the information accurate and updated, we do not guarantee that all website information will always be complete, current or error-free.

Intellectual Property

The content, branding, text, graphics, design and other materials available on our website are proprietary to Servepro unless otherwise stated. Unauthorized copying, reproduction or use may be subject to applicable laws.

Governing Law

These Terms shall be governed by and construed in accordance with the laws of India.

Jurisdiction

Any dispute arising out of or relating to these Terms or the services provided by Servepro shall be subject to the jurisdiction of the courts at [Mumbai, Maharashtra], subject to applicable law.

Contact

For questions, concerns or communications relating to these Terms, please contact Servepro using the contact details provided on our website.