

Locations of Service

Currently, the Services are available in **Delhi NCR Region, Punjab, Haryana and Rajasthan**. We shall update the Website and/or Terms of Use in case of any addition or deletion of our operating locations.

1. Scope of Service:

1.1. We facilitate high quality interior decoration and design services of your choice through our website. After you choose the room/rooms for the services, we will facilitate different designs with different themes for your space or option of customization for your space is also provided on the website.

1.2. We facilitate for you the Services (including but not limited to) which we provide through our website are as follows:

- a. Free Consultation for design:** The users after selecting the design, theme and size from the website, the users can opt the Book Now option from the website. The users have to fill the details like Name, E-mail Address, Phone number and message if any and then users have to click on send option or can directly contact the number mentioned on the website to finalise the design. The users who opted for the Customization of design can directly follow the above mentioned options of sending quires through message or directly contacting to finalise the design according to the need or requirement.
- b. Selection of the Space/Areas/ Rooms:** We facilitate you the large number of designs for your different rooms of the home. To avail the service, first of all select the space/areas/rooms you are interested in, from the browse design of our website. The Service will provide you List of designs for every different space/areas/rooms of the home.
- c. Selection of the design and themes and its customization:** We facilitate you the large number of designs. Each design in the space/areas/rooms accompanied with different themes. So, among the different design of the space/areas/rooms, the different themes can be chosen with the options available. Please note that each designs available on the website with different themes are having different featured components, these components which would be available to you is specifically mentioned on each and every design with different available styles. Also if the users is not satisfied with the already available designs can opt for the option of the customization of design by choosing the option customization from our website
- d. Selection of the Size of the Space/Areas/Rooms & its customization:** We facilitate you through our Website to select the size of the space/rooms/areas of your home. The size can be selected from the three different sizes as small, medium and large (Refer Size Chart in website). Also, the custom size can also be chosen according to your requirement of the space/areas/rooms of the home.

e. Sharing the Layout : The users are requested to share the copy of the layout of the space/areas/rooms where they are looking for service from us through e-mail : support@walscape.com

f. Get Quotations: We facilitate you through our [Cost Calculator] service on our Website, with an estimated quotation of the project by the designs chosen, theme applied and the size mentioned by you. Also, by mentioning the custom size of the space/areas/rooms the cost calculator service on the website will come out with estimate quotation. In case if users choose for the customization of option of design of its space/areas/rooms then its estimated quote will be mailed to the users according to the requirements of the user.

Note : 1. The quotations are valid till 1 month after issuing it.

2. Users will receive a final BOQ (Bill of Quantities) after finalisation of 3 - D design and materials used.

3. Approximately 5% - 10% change in initial quote can be expected in the BOQ.

4. The initial quotation is made with the consideration of default standard material quality which we use. However by varying the materials can bring a change in overall quotation.

g. Final design based on Layout: We facilitate you with the 3-D design over the layout shared by the user. The design would be finalised after discussion with the users and the final one would be shared to the users. After the finalisation of design, we request you not to do any further changes in the finalized design as the order for materials will be issued after finalizing.

h. Materials and Labour: We facilitate you with all the materials and labours involved in the project. The materials would be of high quality and will be finalized with the consent of user. Highly skilled labour would be provided to ensure the best out of the design. The materials would include only which are featured components in the design and any addition of materials would incur additional cost.

Please note; - if the users are not satisfied with quality or with company associated with materials then the users have option to choose material quality/material company upon its own wish. The users have to tell well in advance for the change in material if any before the starting of the project by us or before the BOQ (Bill of Quantity) is issued.

i. Bill of Quantity (BOQ): We will provide you the BOQ after the Finalisation of 3-D design and materials. The BOQ contains a detailed explanation of all the units and materials used in your interiors and is provided after the design and materials are approved by the users.

- j. Installation:** We facilitate you with the installation of the Interior as soon as the material, labour and the site where installation has to been done is/are provided by the users or in other words possession is given to us for purpose of the installation of the services. The first day of the Installation of services would be when above mentioned three conditions are fulfilled.
- k. Completion of the project:** We ensure the completion of the unit in 8 weeks. Unit here refers to the single Space/area/room. If there are more than single unit it can take more time but if all the designs/labours/material and most importantly all the sites are ready at the same time then completion of the services can be done in 8 weeks.

1.3. We facilitate you with the high quality material for your project. We do not, however, recommend any change in quality of material or company of the material which may lead to difference in actual aspect of the design which means the actual or final design may differ from the 3-D design shared to you. We would not be responsible for the different aspect came out due to changes made in material. The price quotation displayed on the website is for the materials specified by us, if user is willing to change the materials then the price quotation is subject to change as per the costing of materials.

Note:- You can only make changes in the materials or design till BOQ is finalised. Please understand that the material of each and every product in the Design is made to order after you finalize the BOQ. However, please be assured that we will always explicitly discuss all items (including materials used) with you before placing orders. If in case alteration is made to materials, then Walscape is not liable to bear that extra cost i.e. transportation cost, extra cost of materials etc and delay caused by it.

1.4. After installation of the Goods and/or Services to your site, we will not be able to uninstall any of Goods (units) on any request.

1.5. We shall not be held in breach or liable due to any delay caused by shortages or non-availability of raw materials, components, strikes, lockout, war, riot, civil commotion, commercial disturbances or acts of God or other causes beyond our control.

1.6 The promise of 8 weeks completion period of your project will only start from the day of arrival of workers & materials on site and site possession is given to us. If the client users are willing to avail the service for the entire home and at the same time all the possession of full site is not given, in that case 8 week completion promise will not be valid. The users at the same time can avail for the services for more than one unit at the time and the promise of 8 weeks would follow if all of the condition is fulfilled.

1.7 Any Delays in payment at any stage can cause a delay in the completion of interior project. Walscape is not liable for such kind of delay.

2. Payment for usage of Services:

2.1. You understand that access and designing features of our Website is free of cost. However, in the event, you wish to avail all or any of our services such as, if you choose spaces/area/rooms for the design services or interior designing, you shall be required to pay in following manners :-.

Stages	Payment (in INR)	Due at the time of
0 th Stage	No Cost	Free Online Consultation
1 st Stage	10% of order value (Signing Amount)	Before Finalization of 3-D Design & materials
2 nd Stage	20% of order value	After Finalization of 3-D Design & materials
3 rd Stage	40% of order value	Completion of False Ceiling
4 th Stage	10% of order value	Completion of wooden Framework
5 th Stage	10% of order value	Completion of Wooden Framework Finishing
6 th Stage	10% of order value	Completion of all Electrical work
7 th Stage	-----	Final Finishing Work*

***Final Finishing work ->** polish, paint, wallpaper installation.

* The **Signing Amount** will be adjusted in the final BOQ (Bill of Quantities)

2.3. We provide various payment methods through which you can make the payment for the Services availed. You have options to choose any one of the following methods of payment: NEFT, RTGS, IMPS.

ACCOUNT : **Walscape Interior Solutions India Llp**
ACCOUNT NO. : 1414127017

IFSC : KKBK0003718

2.2. While opting any of the payment method made available on our Website, we will not be responsible or assume any liability whatsoever in respect of any loss or damage arising directly or indirectly to you due to:

- (a) Lack of authorization for any transaction; or
- (b) Exceeding the pre-set limit mutually agreed by you and between your bank; or
- (c) Any payment issues arising out of the transaction; or
- (d) Decline of transaction for any other reasons.

Note: Please note that every user requirements are unique and different and we offer you a customized design to make your home as per your requirements. However, the pricing of Services and customized package will depend upon the quality of material you choose, additional material if any, and any other special facility you request us to provide at any stage of your installation.

3. Refund, Replacement and Cancellation:

3.1. We completely understand that sometime situation arises when things simply don't work out. In this kind of unlikely event (which we will try to not let it happen) that you decide to cancel your project, We will offer a refund of 35% of the amount paid only if it is cancelled in between 0th - 2nd stage and it will be refunded through same mode as in which it is paid and will take 5 (five) to 15 (fifteen) working days to settle.

Please note: No refunds shall be entertained if you cancel your project after 2nd stage payment, because once we receive the payment we have to place the order for materials to your site, which in any circumstances can't be cancelled. However, we would like to get a chance to redress your grievances, if any. Tell us how we can serve you better by writing to us or speaking directly to us.

Details of Grievance Officer :

Grievance Officer : Mrs. Neha Sharma

Telephone : +91-8239-070-741

3.2. Any product/material in the BOQ (Bill of Quantity) can be replaced or removed or customized till the Finalisation of BOQ. Once the client has finalized the product/material to be used in the interiors and has signed the BOQ, after that it will not be possible for us to make changes in the products/materials. Please understand that the material of each and every product in the Design is made to order after you finalize the BOQ (Bill of Quantity). However, please be assured that we will always explicitly discuss all items (including materials used) with you before placing orders.

If in case any alteration is made to materials, then Walscape is not liable for that extra cost i.e. transportation cost, extra cost of materials etc and delay caused by it which may lead to delay of completion of Service in 8 weeks.

We are there for you now and always!

4. Disclaimer of Warranties

Walscape ensures that you get your Home interiors done without any worries. We assure you for the quality of materials we use to renovate your home interiors. With our multiple Quality check process, we ensure all our materials are free from any manufacturing defects. You'll enjoy the full transparency of our Service. A Warranty Card of materials will be provided to you after the billing and final payment from your side, which you can claim from the respective companies of which we are using the materials.

Walscape takes full responsibility if anything goes wrong from our end regarding implementation and thereby it's our responsibility to correct those things.

We've got you covered, so no worries!!

If you still have any doubts regarding our warranty policy please feel free to contact us through

E-mail : support@walscape.com

Contact No : +91-9660608384

5. Limitation of Liability

5.1. All information and Services included on or otherwise made available to you through this Website are provided by us on an "as is" basis, either expressed or implied, we specifically disclaim warranties of any kind to the extent allowed by the applicable law. You expressly agree that your use of this Website and/or our Services is at your sole risk.

5.2. We have exerted reasonable efforts to ensure that all information published on the Website is accurate at the time of posting; however, there may be errors in such information for which we shall have no liability. We reserve the right to remove, modify, amend or alter any of the information contained on the Website at our sole discretion.

5.3. We may let you view our information and communicate with us through social media services including but not limited to Facebook and YouTube. We explicitly disclaim any responsibility for the terms of use and privacy policies that govern these third-party websites, which are in no way associated with us.

5.4. We reserve the right to modify or withdraw any part of the Website, any of its content and/or any Services at any time without any notice.

5.5. We disclaim responsibility for any harm to persons resulting from any instructions or Services rendered through the Website or otherwise.

5.6. The lawful guardian of an individual below the age of 18 (eighteen) years shall be responsible for any actions of such individual not authorised to access and/or use the Website and/or Services.

5.7. We shall not be responsible or liable in any manner to you for any losses, damages, injuries or expenses incurred by you as a result of any disclosures made by us, where you have consented to the making of such disclosures by us. You shall not hold us responsible or liable in any way for any disclosures by us inasmuch as it is in compliance with applicable laws.

5.8. You acknowledge and undertake that you will use the website to avail the services only for your personal use and not for business purposes. We shall neither be liable nor responsible for any actions or inactions of sellers nor any breach of conditions, representations or warranties by the sellers or manufacturers of the products/materials and hereby expressly disclaim and any all responsibility and liability in that regard. We shall not mediate or resolve any dispute or disagreement between you and the sellers or manufacturers of the products.

5.9. We should not be liable for the slight difference in actual aspect of the design differ from the 3-D design which may arose due to the difference of colors of the products/material manufactured by the company or due to Screen of your device.

5.10. We should not be liable for any civil or criminal or any other wrong done by the Labor on its personal capacity and you can sue the labor for these wrong. We will also support you by providing the details of the labor. Also, time guarantee of completion of unit in 8 weeks won't apply if there are strikes by the labor, transporter or complete lockdown near the site area or material cannot be reached due to unavoidable circumstances like Emergency in the nation, strikes and lockdowns. Also, we wouldn't be liable for completion of the unit in 8 weeks if possession of the site is disturbed again and again by the users.