

ReviewFlo

Terms & Conditions

Website Template & Design Review Services

<https://reviewflo.in>

Effective Date: 1 January 2025 | Version 1.0 | Jurisdiction: India

These Terms & Conditions govern your access to and use of the ReviewFlo platform.

ABOUT THIS DOCUMENT

These Terms & Conditions ('Terms') constitute a legally binding agreement between you ('User', 'Customer', 'Buyer') and ReviewFlo ('we', 'us', 'our'), the operator of the website and platform at <https://reviewflo.in>.

By accessing our website, registering an account, placing an order, or using any service offered by ReviewFlo, you confirm that you have read, understood, and agree to be bound by these Terms in their entirety. If you do not agree, you must immediately cease using our platform.

Platform Name	ReviewFlo
Website	https://reviewflo.in
Services Offered	Website name reviews, template design previews, and website asset transactions
Legal Entity	[Company Name], registered in India
Registered Address	[Street Address], [City, State, PIN Code], India
Contact Email	legal@reviewflo.in
Effective Date	1 January 2025
Version	1.0
Governing Law	Laws of India

★ These Terms should be read alongside our Privacy Policy, Cookies Policy, and Refund Policy, which together form the full legal agreement between you and ReviewFlo.

1. DEFINITIONS

Key terms used throughout these Terms and Conditions

In these Terms, the following words and expressions have the meanings set out below:

Term	Meaning
"ReviewFlo"	The platform operated at https://reviewflo.in , and the company that owns and operates it.
"User" / "You"	Any individual or business entity who accesses, registers on, or uses the ReviewFlo platform.
"Customer"	A registered User who has placed an order or purchased a service from ReviewFlo.
"Buyer"	A User who purchases a website, domain, or digital asset through or facilitated by ReviewFlo.
"Platform"	The ReviewFlo website, application, APIs, and all associated digital services available at reviewflo.in .
"Services"	Website name reviews, template design previews, design review reports, and any other services offered on the Platform.
"Template"	A pre-built or customisable website design asset available via the Platform.
"Design Preview"	An interactive or static rendering of a Template personalised with a Customer's brand assets.
"Review Report"	A written professional evaluation of a website name or domain, delivered as a digital document.
"Website Asset"	Any website, domain name, hosting account, deployment, or associated digital property transacted through or reviewed by ReviewFlo.
"Proprietary Code"	All source code, scripts, algorithms, templates, UI components, APIs, database schemas, and technical infrastructure owned by ReviewFlo.
"Order"	A confirmed purchase of a Service made by a Customer on the Platform.
"Intellectual Property"	All patents, copyrights, trademarks, trade secrets, design rights, and other proprietary rights owned by ReviewFlo.
"Confidential Information"	Any non-public business, technical, or financial information disclosed by ReviewFlo through the Platform or Services.

Term	Meaning
"Transfer Date"	The date on which a Website Asset is formally transferred from one party to another, including upon a sale or assignment.

2. ELIGIBILITY AND ACCOUNT TERMS

2.1 Eligibility

- You must be at least 18 years of age to register an account or purchase any Service
- You must be legally capable of entering into binding contracts under the laws of your jurisdiction
- By registering, you confirm that all information provided is accurate, current, and complete
- If you are registering on behalf of a business entity, you confirm that you have the authority to bind that entity to these Terms

2.2 Account Registration

- Each User may maintain only one registered account; duplicate accounts may be suspended without notice
- You are solely responsible for maintaining the confidentiality of your login credentials
- You must notify us immediately at support@reviewflo.in if you suspect unauthorised access to your account
- ReviewFlo is not liable for any losses arising from your failure to secure your account credentials

2.3 Account Suspension and Termination

- ReviewFlo reserves the right to suspend or permanently terminate any account that violates these Terms
- Accounts found to be involved in code theft, fraud, or misuse will be terminated immediately without refund
- Upon termination, your licence to use the Platform ceases immediately
- You may close your account at any time by contacting support@reviewflo.in

2.4 Acceptable Use

X The following are strictly prohibited and may result in immediate account termination and legal action:

- Using the Platform for any unlawful, fraudulent, or deceptive purpose
- Attempting to gain unauthorised access to any part of the Platform or its infrastructure
- Uploading, transmitting, or distributing malware, viruses, or harmful code
- Using automated tools, bots, or scrapers to access or extract data from the Platform
- Impersonating ReviewFlo, another User, or any third party
- Engaging in any conduct that disrupts or interferes with the Platform's normal operation
- Sublicensing, reselling, or white-labelling the Platform or any Service without prior written consent

3. SERVICES, ORDERS, AND DELIVERY

3.1 Nature of Services

ReviewFlo provides professional website name review services and template design preview services to business customers. Our Services include:

- Professional written evaluations of domain names and website names for branding, memorability, and market suitability
- Interactive and static design previews of website templates customised with the Customer's brand assets
- Facilitation of website asset transactions, including the sale and transfer of reviewed domains and websites

■ Our Review Reports and design evaluations are professional opinions based on our expertise. They are not guarantees of commercial success, legal availability, trademark clearance, or domain registration eligibility. Customers should seek independent legal and commercial advice before making significant business decisions based on a Review Report.

3.2 Placing an Order

- All Orders must be placed through the Platform at <https://reviewflo.in>
- An Order is confirmed upon receipt of full payment and a confirmation email from ReviewFlo
- ReviewFlo reserves the right to decline any Order at its sole discretion
- You are responsible for providing accurate information when placing an Order, including the correct website or domain name to be reviewed

3.3 Delivery of Services

Service Type	Standard Delivery Timeframe
Website Name Review	48–72 business hours from Order confirmation
Template Design Preview	24–48 business hours from receipt of brand assets
Expedited Review	As specified at checkout (additional fee applies)
Bulk Orders	Agreed timeframe confirmed in writing before Order placement

Review Reports and Design Previews are delivered to your registered email address and made available in your account dashboard. ReviewFlo is not responsible for delivery failures caused by incorrect email addresses provided by the Customer.

3.4 Service Availability

- ReviewFlo aims to maintain 99.5% monthly platform uptime, excluding scheduled maintenance windows
- Scheduled maintenance will be communicated via email or in-platform notifications with reasonable advance notice
- ReviewFlo is not liable for downtime caused by circumstances beyond our reasonable control, including internet outages, third-party infrastructure failures, or force majeure events

4. PAYMENT TERMS

4.1 Pricing

- All prices are displayed on the Platform in Indian Rupees (INR) inclusive of applicable taxes unless stated otherwise
- Goods and Services Tax (GST) is applied to all transactions with Indian customers at the prevailing statutory rate and itemised on invoices
- International customers are billed in INR; currency conversion charges are the Customer's responsibility
- ReviewFlo reserves the right to change pricing at any time; however, confirmed Orders are honoured at the price displayed at the time of purchase

4.2 Payment Processing

- All payments are processed through PCI-DSS Level 1 compliant payment gateways (Razorpay / Stripe / PayPal)
- ReviewFlo does not store, access, or retain your card number, CVV, or bank account details
- Payment must be made in full at the time of Order; no service will be initiated prior to payment confirmation
- For failed or declined transactions, please contact your bank or retry with an alternative payment method

4.3 Invoicing

- A GST-compliant tax invoice is generated automatically upon payment confirmation and emailed to your registered address
- Invoice records are retained for 7 years in compliance with Indian financial regulations
- If you require a revised invoice (e.g., to include your GST number), contact billing@reviewflo.in within 7 days of the Order date

5. REFUND POLICY

ReviewFlo's Services are digital in nature. Our refund policy reflects the irreversible delivery of digital content and professional services. Please read this section carefully before placing an Order.

5.1 Eligible Refund Situations

✓ You are entitled to a full refund in the following circumstances:

- Your Review Report or Design Preview was not delivered within the stated turnaround time and you have not received it within an additional 24-hour grace period
- ReviewFlo delivered a Review Report for the wrong domain or website name due to an error on our part
- You were charged twice for the same Order due to a payment gateway error
- The Platform was unavailable for more than 48 consecutive hours following your payment, preventing delivery

5.2 Non-Refundable Situations

✗ Refunds will NOT be issued in the following circumstances under any circumstances:

- A Review Report or Design Preview has been successfully delivered to your registered email or account dashboard — regardless of whether you have read or acted upon it
- You disagree with the findings, opinions, or recommendations contained in a Review Report
- You provided incorrect domain or website information at the time of Order and the review was completed based on that information
- You change your mind after an Order is confirmed and delivery has commenced
- You purchased a Service using a promotional discount, coupon code, or credit — these transactions are non-refundable
- Your account is suspended or terminated for a breach of these Terms — no refund will be issued for any unused Service period

5.3 Refund Exclusion — Website Sale or Transfer

★ **IMPORTANT:** This clause applies specifically where a website or domain that was the subject of a ReviewFlo Review Report is subsequently sold or transferred to a third party.

Where a Customer has purchased a Review Report for a specific domain or website name and that website or domain is subsequently sold, assigned, or transferred to any third party — whether before or after the refund request is submitted — the following applies:

X NO REFUND will be issued. The receipt of a Review Report that was used, disclosed, or made available in connection with any sale, valuation, negotiation, or transfer of a website or domain constitutes full and final delivery of the Service for which payment was made.

5.3.1 Basis for This Policy

- Our Review Reports are proprietary intellectual property delivered as a digital service
- Once a website is sold, the commercial value of our report has been realised, whether or not explicitly disclosed to the buyer
- A refund in these circumstances would unjustly enrich the Customer, who has received and benefited from the Service
- ReviewFlo has no practical means to recover the benefit conferred once a report has been used in a transaction

5.3.2 When This Exclusion Applies

This exclusion applies where:

- The Review Report has been delivered by ReviewFlo; AND
- The domain, website, or digital asset reviewed has been sold, transferred, or assigned to a third party; AND
- A refund request is submitted after the sale or within circumstances suggesting the report was used in connection with the sale

5.3.3 Disputing This Exclusion

If you believe this exclusion has been applied incorrectly to your situation, you may:

1. Submit a written dispute to legal@reviewflo.in within 14 days of the refund denial, with subject line: 'Refund Dispute — [Order ID]'
2. Provide documentary evidence demonstrating that the sale was wholly unrelated to the Review Report (e.g., sale agreement dated before the Order)
3. Await our written decision within 10 business days
4. If dissatisfied, escalate to the relevant Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019 (India)

■ This refund exclusion does not override your mandatory statutory consumer rights under applicable law. Where Indian or other applicable consumer protection legislation requires a remedy, those rights are preserved.

5.4 How to Request a Refund

1. Email refunds@reviewflo.in with subject: 'Refund Request — Order #[Your Order Number]'
2. Include: your full name, registered email address, Order ID, and a clear statement of the grounds for your refund request
3. Our team will acknowledge your request within 2 business days

4. Approved refunds will be processed to your original payment method within 5–7 business days
5. Your bank may take a further 3–5 business days to credit the amount depending on your institution

6. INTELLECTUAL PROPERTY

6.1 ReviewFlo's Intellectual Property

All content, materials, and technology on the ReviewFlo platform are the exclusive intellectual property of ReviewFlo or its licensors, including without limitation:

- The ReviewFlo brand name, logo, and all associated trademarks and service marks
- The design, layout, structure, and user interface of the Platform
- All website templates, design assets, and preview rendering systems
- All source code, compiled code, scripts, and software comprising the Platform
- All Review Reports, review methodologies, scoring frameworks, and analytical tools
- All marketing materials, written content, and documentation published on the Platform

These assets are protected under the **Copyright Act, 1957 (India)**, the **Trade Marks Act, 1999 (India)**, the **Patents Act, 1970 (India)**, and applicable international treaties including the **Berne Convention** and **TRIPS Agreement**.

6.2 Licence Granted to Customers

Upon full payment of the applicable fee, ReviewFlo grants the Customer a limited, non-exclusive, non-transferable, revocable licence to:

- Access and use the Platform for its intended purpose during the subscription or service period
- Read and use delivered Review Reports for the Customer's own internal business purposes
- Customise and deploy purchased Templates for the Customer's own business or client websites, subject to Section 6.3
- Share Review Reports internally with the Customer's employees or advisers, subject to confidentiality obligations

■ **This licence does not grant any right to copy, reproduce, reverse-engineer, sublicense, resell, or publish ReviewFlo's proprietary content or code. No implied licence is granted beyond what is explicitly stated in these Terms.**

6.3 Template Deployment Rights

- A single Template purchase grants the right to deploy that Template on one (1) live website unless a multi-site licence is specified in writing
- Deploying a single Template across multiple domains without a multi-site licence is a breach of these Terms
- For multi-site licences, contact sales@reviewflo.in for bespoke pricing

6.4 Customer's Intellectual Property

- Customers retain all intellectual property rights in their own brand assets, content, and materials uploaded to the Platform
- By uploading brand assets, the Customer grants ReviewFlo a limited licence to use those assets solely to render Design Previews and deliver the Services
- ReviewFlo will not use the Customer's brand assets for any other purpose without prior written consent

7. CODE PROTECTION AND ANTI-THEFT POLICY

ReviewFlo takes intellectual property theft extremely seriously

X STRICT WARNING: The ReviewFlo platform, its source code, design assets, review methodologies, templates, and all associated proprietary systems are protected intellectual property. Any unauthorised copying, reproduction, extraction, or use of ReviewFlo's code or assets — in whole or in part — is strictly prohibited and will result in immediate legal action.

7.1 Protected Assets

The following constitute ReviewFlo's exclusively owned protected assets:

- All frontend source code — HTML, CSS, JavaScript, component libraries, UI frameworks, and design tokens
- All backend source code — server-side logic, APIs, REST endpoints, and microservices
- Database schemas, data models, query logic, and stored procedures
- Website templates, design system components, layout structures, and preview rendering engines
- Review scoring methodologies, evaluation frameworks, and report generation systems
- DevOps infrastructure — CI/CD pipelines, deployment configurations, containerisation scripts
- Internal tools, automation scripts, cron jobs, and administrative utilities
- All documentation, technical specifications, and architectural diagrams

7.2 Acts That Constitute Code Theft

The following actions are expressly prohibited. Each constitutes code theft, intellectual property infringement, and/or a criminal offence under applicable Indian law:

Prohibited Act	Description
Copying or downloading code	Reproducing ReviewFlo's source code, in whole or in part, without express written authorisation
Reverse engineering	Decompiling, disassembling, or otherwise attempting to derive the source code of any compiled component of the Platform
Scraping	Using automated tools, scripts, bots, or browser extensions to extract code, data, templates, or design assets from the Platform
Building competing products	Using any part of ReviewFlo's code or methodology to develop a competing service, product, or platform
Unauthorised distribution	Sharing, publishing, or distributing ReviewFlo's proprietary code on any platform, including GitHub, GitLab, npm, or code-sharing forums

Prohibited Act	Description
Outsourcing theft	Hiring, instructing, or directing any third party to extract, copy, or replicate ReviewFlo's code or systems
Unauthorised API access	Accessing internal APIs, admin panels, test environments, or unreleased features without explicit written permission from ReviewFlo
Derivative works	Creating works derived from ReviewFlo's code, templates, or design assets without authorisation

7.3 Detection and Monitoring

ReviewFlo actively and continuously monitors for unauthorised use of its intellectual property through:

- Digital fingerprinting and watermarks embedded throughout template assets and code
- Automated code similarity detection scanning public repositories (GitHub, GitLab, Bitbucket, npm, PyPI)
- Monitoring deployed websites for identical or substantially similar code signatures
- Full audit logging of all API calls, page renders, file downloads, and user sessions
- Intrusion detection systems that flag abnormal access patterns, bulk downloads, or scraping behaviour
- Third-party intellectual property monitoring services

■ All platform access is logged with IP address, session data, and activity records. This information will be used as evidence in any legal proceedings arising from code theft.

7.4 Legal Consequences of Code Theft

X If ReviewFlo identifies or reasonably suspects that any individual, entity, or organisation has stolen, copied, or misappropriated ReviewFlo's code, templates, or intellectual property — with or without a paid account — ReviewFlo will take immediate, comprehensive, and uncompromising legal action.

7.4.1 Civil Remedies

- Filing of a civil suit for copyright infringement under the **Copyright Act, 1957**, seeking damages, injunctions, and account of all profits made from the infringing works
- Application for emergency interim injunctions to immediately cease the use, display, distribution, or publication of stolen code — typically obtainable within 24–48 hours from courts of competent jurisdiction
- Claims for all direct, indirect, and consequential losses including lost revenue, reputational damage, business disruption, and full legal costs on an indemnity basis
- Disgorgement of any profits made by the infringing party through the use of ReviewFlo's code or assets

7.4.2 Criminal Remedies

- Filing of a criminal complaint under **Section 63 of the Copyright Act, 1957** — which provides for imprisonment of up to 3 years and/or a fine of up to **₹2,00,000** for first offence; enhanced penalties for

repeat offences

- Filing of complaints under **Sections 43, 65, and 66 of the Information Technology Act, 2000** for computer-related offences including unauthorised access and data theft — carrying penalties of up to 3 years' imprisonment and fines
- Filing of FIRs (First Information Reports) with the Cyber Crime Cell of the relevant police authority
- Referral to the Computer Emergency Response Team India (CERT-In) for incidents involving significant cyber intrusions

7.4.3 International and Platform Remedies

- Filing of DMCA takedown notices and equivalent international takedown requests with hosting providers, domain registrars, app stores, and content platforms
- Filing of abuse reports with GitHub, GitLab, Bitbucket, npm, and other code-sharing platforms resulting in repository removal
- Pursuit of international IP enforcement under the **Berne Convention**, **TRIPS Agreement**, and bilateral IP treaties in the infringing party's jurisdiction
- Public disclosure of the infringement and the infringing party's identity to the extent permitted by law

7.5 No Tolerance Policy

★ ReviewFlo operates a zero-tolerance policy toward code theft. There will be no warnings, no informal resolutions, and no settlements that do not include full acknowledgement of liability and complete cessation of infringing activity. ReviewFlo will pursue every available legal avenue to the fullest extent of the law.

7.6 Reporting Code Theft

If you become aware of any unauthorised use, copying, or distribution of ReviewFlo's code or intellectual property:

1. Email: legal@reviewflo.in with subject line: 'IP Infringement Report'
2. Provide all available evidence — URLs, screenshots, repository links, or descriptions of the suspected infringement
3. All reports are treated strictly confidentially
4. Reports will be acknowledged within 24 hours and investigated within 5 business days

✓ Whistleblowers who report code theft in good faith are protected from any adverse consequences by ReviewFlo. We may offer a reward for reports that lead to a successful enforcement action.

8. WEBSITE ASSET TRANSFER AND BUYER LIABILITY

Full ownership and responsibility transfer to the Buyer upon completion of any sale

X CRITICAL NOTICE: When any website, domain name, or digital asset reviewed or facilitated by ReviewFlo is sold, assigned, or transferred to a buyer, ALL ownership rights, legal responsibilities, and liabilities associated with that asset transfer fully and irrevocably to the buyer from the Transfer Date. ReviewFlo has no responsibility whatsoever for the website or its contents after the Transfer Date.

8.1 Assets Registered in the Buyer's Name

Upon completion of a website sale or transfer facilitated or reviewed through ReviewFlo, the following assets must be — and are deemed to be — registered in the buyer's name from the Transfer Date:

Asset Category	Detail
Domain Name Registration	The domain must be transferred to and registered under the buyer's full legal name or business name with the relevant domain registrar (e.g., GoDaddy, Namecheap, BigRock). WHOIS records must reflect the buyer as registrant.
Web Hosting Account	The hosting account associated with the website must be transferred to or re-registered under the buyer's name and payment method.
Deployment Infrastructure	CI/CD pipelines, cloud deployments (AWS, GCP, Azure, Vercel, Netlify), containerisation, and server configurations are transferred to the buyer.
Privacy Policy	The Privacy Policy published on the website must be updated to name the buyer as the data controller within 7 days of the Transfer Date.
Terms & Conditions	The Terms & Conditions of the website must be updated to reflect the buyer as the operating entity within 7 days of the Transfer Date.
Cookie Policy	Any Cookie Policy must be updated to reflect the buyer's identity and contact details within 7 days of the Transfer Date.
SSL/TLS Certificates	SSL certificates associated with the domain are transferred to the buyer for renewal and management.
Email Accounts & DNS	All email accounts, DNS records, MX records, and SPF/DKIM configurations tied to the domain are transferred to the buyer.
Third-Party Service Accounts	All connected third-party accounts (Google Analytics, Search Console, payment gateways, social media integrations, CDN accounts) must be transferred to or re-registered under the buyer.
API Keys and Credentials	All API keys, OAuth credentials, and secrets associated with the website must be regenerated by the buyer and the original credentials invalidated.

Asset Category	Detail
Business Registrations	Any trademarks, business name registrations, or brand assets associated with the website, to the extent legally transferable.

■ Failure by the buyer to update the above registrations and documents within the specified timeframes does not reduce, delay, or transfer the buyer's legal responsibility. Legal liability attaches to the buyer from the Transfer Date regardless of whether administrative updates have been completed.

8.2 ReviewFlo's Disclaimer of Post-Transfer Liability

ReviewFlo's role is limited to providing review services and facilitating asset transactions. With effect from the Transfer Date:

- ReviewFlo has no ownership interest, operational role, or legal responsibility in respect of the transferred website
- ReviewFlo does not monitor, moderate, or control any content published on or through the transferred website
- ReviewFlo is not a party to any agreement between the buyer and any third party relating to the website
- ReviewFlo's name, brand, or endorsement shall not be associated with the website after the Transfer Date
- ReviewFlo will not respond to or accept service of legal process in respect of disputes arising from the buyer's use of the website

X ReviewFlo bears absolutely no legal, regulatory, civil, or criminal responsibility for any activity, content, or conduct occurring through a website after its Transfer Date. All such responsibility rests solely with the buyer as the registered owner and operator of the website from that date.

8.3 Buyer's Indemnity Obligation

By completing the purchase of any website asset facilitated or reviewed by ReviewFlo, the buyer irrevocably agrees to:

- Assume full and sole legal responsibility for the website and all activities conducted through it from the Transfer Date
- Indemnify, defend, and hold harmless ReviewFlo, its directors, officers, employees, contractors, and agents from and against any and all claims, demands, actions, losses, damages, penalties, fines, costs, and legal fees arising from or connected to the buyer's ownership or operation of the website
- Not represent, imply, or allow others to believe that ReviewFlo is responsible for, endorses, or is affiliated with the website or its content after the Transfer Date
- Promptly notify ReviewFlo at legal@reviewflo.in if any third party attempts to hold ReviewFlo liable in connection with the transferred website

8.4 Prohibited Post-Transfer Activities

For the absolute avoidance of doubt, ReviewFlo expressly disclaims all liability for any of the following activities carried out through a website after the Transfer Date:

- Publication, hosting, or distribution of any illegal, defamatory, obscene, discriminatory, hateful, or otherwise unlawful content
- Operation of fraudulent schemes, scams, phishing operations, Ponzi schemes, or deceptive commercial practices
- Infringement of third-party intellectual property rights, including trademarks, copyrights, and patents
- Violations of data protection, privacy, or consumer protection laws — including collection of personal data without lawful basis
- Operation of gambling, adult content, drug-related, weapons-related, or any other regulated or prohibited services without appropriate licences
- Hosting, transmitting, or facilitating the distribution of malware, ransomware, spyware, or any other harmful code
- Any conduct that causes harm to individuals, businesses, or the public
- Any activity that violates the laws of India or the laws of any jurisdiction in which the buyer operates the website

8.5 Recommendations to Buyers

✓ ReviewFlo strongly recommends the following to all buyers of website assets:

- Engage an independent legal adviser to conduct due diligence on the website asset before completing a purchase
- Obtain independent legal advice on the intellectual property, liability, and compliance status of the website
- Engage a qualified accountant to assess the financial performance and tax obligations associated with the website
- Immediately update all legal documents (Privacy Policy, T&Cs, Cookie Policy) to reflect your identity as the new operator
- Conduct a cybersecurity assessment of the website's code and infrastructure before launch or relisting
- Register or transfer any relevant trademarks or brand assets into your name as soon as practicable

9. DISCLAIMERS AND LIMITATION OF LIABILITY

9.1 Service Disclaimers

X THE PLATFORM AND ALL SERVICES ARE PROVIDED ON AN 'AS IS' AND 'AS AVAILABLE' BASIS. REVIEWFLO MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

- ReviewFlo does not warrant that the Platform will be uninterrupted, error-free, or free from viruses or other harmful components
- Review Reports represent professional opinions and are not legal advice, financial advice, or guarantees of any commercial outcome
- Design Previews are illustrative and may differ from the final deployed website in certain browsers or devices
- ReviewFlo does not warrant the accuracy, completeness, or timeliness of any third-party information incorporated in a Review Report

9.2 Limitation of Liability

To the maximum extent permitted by applicable law:

- ReviewFlo's total aggregate liability to you for all claims arising under or in connection with these Terms shall not exceed the total fees paid by you for the specific Order giving rise to the claim
- ReviewFlo excludes all liability for indirect, consequential, incidental, punitive, or special damages, including without limitation loss of profit, loss of revenue, loss of data, loss of goodwill, or business interruption
- ReviewFlo is not liable for losses arising from your reliance on a Review Report in any commercial transaction, including the sale or purchase of a website or domain
- ReviewFlo is not liable for any claims arising from your breach of these Terms

■ Nothing in these Terms limits ReviewFlo's liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded under applicable Indian law.

9.3 Force Majeure

ReviewFlo is not liable for any delay or failure to perform its obligations under these Terms where such delay or failure results from circumstances beyond our reasonable control, including:

- Natural disasters, floods, earthquakes, or extreme weather events
- Internet infrastructure failures, DDoS attacks, or third-party hosting outages

- Acts of government, regulatory actions, or court orders
- Pandemic, epidemic, or public health emergency
- Power outages or telecommunications failures

10. PRIVACY AND DATA PROTECTION

ReviewFlo is committed to protecting your personal data in accordance with applicable data protection laws, including the **Digital Personal Data Protection Act, 2023 (India)**, the **EU GDPR**, the **UK GDPR**, and the **California Consumer Privacy Act (CCPA)**.

The collection, processing, storage, and deletion of your personal data is governed by our full **Privacy Policy**, available at <https://reviewflo.in/privacy-policy>. The Privacy Policy is incorporated by reference into these Terms and forms part of the overall legal agreement between you and ReviewFlo.

Data Protection Contact	Detail
Privacy Officer	privacy@reviewflo.in
Grievance Officer (India)	grievance@reviewflo.in
Data Rights Requests	privacy@reviewflo.in — Subject: 'Data Rights Request'
Response Timeframe	30 days (15 days for DPDP Act requests where required by law)

■ By using the Platform, you consent to the processing of your data as described in our Privacy Policy. You may withdraw consent for non-essential processing at any time without affecting the lawfulness of processing already carried out.

11. USER-GENERATED CONTENT

11.1 Permitted Content

Where the Platform allows Users to submit reviews, ratings, comments, or feedback, such content must:

- Be truthful, accurate, and based on the User's genuine first-hand experience with ReviewFlo
- Comply with all applicable laws
- Not be defamatory, abusive, discriminatory, threatening, or unlawful
- Not contain spam, unsolicited commercial communications, or misleading information
- Not infringe any third-party intellectual property rights

11.2 Licence Granted to ReviewFlo

By submitting any content to the Platform, you grant ReviewFlo a worldwide, royalty-free, perpetual, irrevocable, non-exclusive licence to use, display, reproduce, adapt, and distribute that content for the purposes of operating and promoting the Platform.

You retain ownership of your submitted content. ReviewFlo will attribute public reviews to your organisation name unless you request otherwise.

11.3 Moderation

- ReviewFlo may remove, edit, or decline any content that violates these Terms without notice
- Repeated submissions of prohibited content may result in account suspension
- ReviewFlo does not pre-screen all content but reserves the right to act on flagged content within 3 business days

12. DISPUTE RESOLUTION

12.1 Informal Resolution

In the event of any dispute, complaint, or claim arising out of or in connection with these Terms or the Services, the parties agree to first attempt informal resolution:

1. Contact ReviewFlo at legal@reviewflo.in with a written description of the dispute and the remedy sought
2. ReviewFlo will respond within 10 business days with a proposed resolution
3. Both parties will negotiate in good faith for a period of 30 days from the date of the initial complaint

12.2 Arbitration

If informal resolution does not resolve the dispute within 30 days, any dispute shall be finally resolved by binding arbitration:

- Arbitration shall be conducted under the **Arbitration and Conciliation Act, 1996 (India)**
- The seat of arbitration shall be [City], India
- The arbitration shall be conducted before a sole arbitrator mutually appointed by the parties, or in default of agreement, appointed by the relevant arbitral institution
- The language of arbitration shall be English
- The arbitral award shall be final and binding on both parties

12.3 Consumer Forum

Nothing in these Terms prevents individual consumers from approaching the relevant **Consumer Disputes Redressal Commission** under the **Consumer Protection Act, 2019 (India)** in respect of consumer disputes.

12.4 EEA and UK Customers

Customers in the EEA and UK retain the right to bring proceedings before their local courts as required by applicable consumer protection law. EEA customers may also use the EU Online Dispute Resolution platform at <https://ec.europa.eu/consumers/odr>.

13. GOVERNING LAW AND JURISDICTION

These Terms are governed by and construed in accordance with the **laws of India**, without regard to its conflict of law provisions.

Subject to the arbitration clause in Section 12, the courts of **[City], India** shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms.

■ EEA and UK customers may have additional rights to bring proceedings before courts in their home jurisdiction under applicable mandatory consumer protection law, which these Terms do not seek to override.

13.1 Applicable Indian Legislation

Law	Relevance to These Terms
Information Technology Act, 2000	Platform operations, cyber offences, and data theft
Copyright Act, 1957	Protection of ReviewFlo's intellectual property and code
Trade Marks Act, 1999	Protection of the ReviewFlo brand and trademarks
Digital Personal Data Protection Act, 2023	Data collection, processing, and user rights
Consumer Protection Act, 2019	Consumer rights, redressal, and e-commerce compliance
Indian Contract Act, 1872	Formation and enforceability of these Terms
Arbitration and Conciliation Act, 1996	Dispute resolution
Goods and Services Tax (GST) laws	Tax obligations on Services

14. GENERAL PROVISIONS

14.1 Amendments to These Terms

- ReviewFlo may update these Terms at any time by publishing the revised version on the Platform
- Material changes — those that significantly affect your rights or obligations — will be communicated by email to registered Users at least 30 days before they take effect
- Your continued use of the Platform after the effective date of any change constitutes acceptance of the updated Terms
- If you do not accept a material change, you may close your account before the effective date and request a refund for any prepaid unused service period

14.2 Entire Agreement

These Terms, together with the Privacy Policy, Cookies Policy, and any applicable Order Forms, constitute the entire agreement between you and ReviewFlo regarding your use of the Platform and supersede all prior agreements, representations, or understandings, whether written or oral.

14.3 Severability

If any provision of these Terms is found by a court or arbitrator of competent jurisdiction to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary such that the remaining provisions remain in full force and effect.

14.4 Waiver

A failure or delay by ReviewFlo in exercising any right, power, or privilege under these Terms shall not operate as a waiver of that right, power, or privilege. No single or partial exercise of any right shall preclude any other or further exercise.

14.5 Assignment

- ReviewFlo may assign these Terms and any rights or obligations under them to a successor entity in connection with a merger, acquisition, or sale of assets — you will be notified of any such assignment
- You may not assign, transfer, or sublicense any of your rights or obligations under these Terms without ReviewFlo's prior written consent

14.6 Relationship of the Parties

Nothing in these Terms creates or implies any partnership, joint venture, agency, employment, or franchise relationship between you and ReviewFlo. You are an independent party accessing our Services on the terms

set out here.

15. CONTACT INFORMATION

For any questions, concerns, or notices relating to these Terms and Conditions, please contact us using the details below:

Department	Contact
General Enquiries	support@reviewflo.in
Legal & Compliance	legal@reviewflo.in
Intellectual Property	legal@reviewflo.in — Subject: 'IP Infringement Report'
Refunds	refunds@reviewflo.in
Privacy & Data Rights	privacy@reviewflo.in
Security Incidents	security@reviewflo.in
Billing & Invoices	billing@reviewflo.in
Grievance Officer (India)	grievance@reviewflo.in
Enterprise Sales	sales@reviewflo.in
Registered Postal Address	[Company Name], [Street Address], [City, State, PIN Code], India
Website	https://reviewflo.in
Response SLA	2 business days for all written enquiries

■ For legal notices requiring formal service, please send written notice by registered post to our registered address above and email a copy to legal@reviewflo.in.

QUICK REFERENCE SUMMARY

This summary is for convenience only. The full text of each clause above is the legally binding version.

Topic	Key Position
Agreement	By using ReviewFlo, you accept these Terms in full
Services	Professional website name reviews, design previews, and asset facilitation
Payment	Full payment required upfront; GST applied for Indian customers
Refunds — Undelivered	Full refund if ReviewFlo fails to deliver within stated timeframe
Refunds — After Delivery	No refund once a Review Report or Design Preview has been delivered
Refunds — Website Sale	No refund if the reviewed website/domain has been sold or transferred
Code Theft	Zero tolerance; immediate civil and criminal legal action; no warnings
Website Asset Transfer	ALL assets (domain, hosting, policies, DNS, SSL) transfer to buyer on Transfer Date
Buyer Liability	Full and sole legal liability for the website rests with the buyer from Transfer Date
ReviewFlo Post-Transfer	ReviewFlo bears ZERO responsibility for any activity on a transferred website
IP Ownership	All platform code, templates, and content are ReviewFlo's exclusive property
Template Licence	Non-exclusive, non-transferable licence for 1 website per Template purchase
Dispute Resolution	Informal resolution → arbitration under Indian law in [City], India
Governing Law	Laws of India
Legal Contact	legal@reviewflo.in

These Terms & Conditions were last updated on 22 June 2026 and are effective from 1 January 2025.

ReviewFlo | <https://reviewflo.in> | legal@reviewflo.in | Version 1.0