Terms and conditions of FTS

1) **Access:** The customer who has purchased the software, under any circumstances should not share/copy/pirate the software for anyone's use. It is a legally punishable offense as the Directorate has the copyright of the software.

2) **Customization**: This is chargeable based on the client's requirements. The cost would depend on the hours of work. Typically, the price may range from Rs. 1500 to 2000 per hour. However, it is subject to change depending upon the time and date when the client approaches the Directorate

3) **Fixing errors/bugs**: Due to version updates or any changes in the server or computer configuration and other things, there may be a need for fixing errors/bugs. These are chargeable. The price may range from Rs. 1500 to 2000 per hour. However, it is subject to change depending on the time required for the execution of the work. However, fixing bugs/errors in the software is free of cost if the problem is found within the software.

4) **Version charges**: The current version of CFTS is V.1. However, if there are version changes and updates in the subsequent years and if the client wants to adopt the same, it is chargeable. The price will be decided by the Directorate

5) **Back up**: The customer/user is responsible for periodically taking the backup of the software. The Directorate is not responsible for any data loss or repercussions arising from not taking the back up.

6) **Caution:** Since financial transactions are made through the software, the user/customer is advised to exercise caution while using the software or authorizing someone to use the software. The Directorate is not responsible for any of the losses that may occur due to improper usage of the software.

7) **Training and Suppor**t: Basic training for the use of the software will be provided at no extra cost for the first 5 hours of support. The client has to come to the Directorate and get the training. Any additional training or support services will be charged at a rate of Rs. 1500 to 2000 per hour, depending on the complexity of the queries and time spent.

8) **Maintenance and Updates**: Post-installation, any maintenance work or updates requested by the client will be charged based on the hours required. Critical updates related to the smooth functioning of the software are included in the purchase price for the first year, but additional maintenance services will be chargeable thereafter.

9) **Third-Party Integration**: If the client requires integration with third-party systems or software (such as payment gateways, APIs, etc.), this will be treated as a customization and will be chargeable based on the complexity and time required for integration.

10) **Termination of Use**: If the client ceases to use the software or wishes to terminate the agreement, no refund will be provided for the software cost. The software license remains non-transferable and cannot be resold, leased, or transferred to another party.

11) **Liability**: The Directorate is not liable for any indirect, incidental, or consequential damages arising out of or in connection with the use or inability to use the software, even if the possibility of such damages has been advised.

12) **Warranty**: The software is provided "as is," and the Directorate makes no warranties, express or implied, regarding the software, including any implied warranties of merchantability or fitness for a particular purpose. Any claims must be reported within 30 days of purchase.

13) **Dispute Resolution**: Any disputes arising from this agreement will be subject to the jurisdiction of the courts located in the city where the Directorate is based.