

2018

GUIDELINES FOR CUSTOMERS

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(Changes are highlighted in RED Color)



ABOUT US

SAG Infotech was founded in the year 1999, in Jaipur city of India as a proprietor firm and we incorporated SAG Infotech Pvt Ltd in May 2010. SAG Infotech is sincerely committed to achieve customer delight and best quality of services and products.

SAG is the leading provider of taxation software solutions. SAG enables professionals to accelerate and maximize their lead taxation process with their complete suite of solutions that identify the right leads, & ensure proper results.

We offer many products like :- Genius, GST, Complaw, XBRL, Payroll, CA Portal, Election Manager for the Indian market in the Areas of Taxation, Finance & Accounts. Which are best in class and recognized as a revolution in software development for large scale Business corporate houses, chartered accountants, company secretaries, advocates, for other business association and across industrial verticals?

We are working in following six fields of businesses and society, delivering the best of solutions and services:-

SAG Infotech: - Our first step, dealing with our wide range of software's for chartered accountants, company secretaries, advocates, human resources managers, banks and many more different types of company's.

SAGIPL: - Dealing with our overseas market, web design, android and i-phone development etc.

SAG DSC: - SAG DSC is our segment which exclusively deals with the digital signature services for the clients.

SAG BPM: - it's our business process management unit providing outsourcing services for finance and accounting.

SAG ACADEMY: - SAG ACADEMY (Tejaswani Bhavah) a training and development initiative by SAG has been created out of this need, developed and driven by a holistic approach.

SAG MART: - SAG MART is our online informative portal offering you true and essential information about various categories related to real world that helps you when you are going for shopping.

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1. SOFTWARE REGISTRATION

You have two options for Software Registration (1) Offline Registration, (2) Online Registration. At the time of Registration Client will provide the Sale Details-

- CONTACT PERSON'S NAME
- COMPANY NAME
- ADDRESS
- CITY
- STATE
- PIN CODE
- MOBILE NOS
- PHONE NOS WITH STD CODE
- EMAIL ID
- REGISTRATION TYPE (HARDWARE LOCK / ONLINE)
- NO. OF LAN

Important Guidelines

- Activation code is very important. Therefore you are especially instructed not to disclose this for maintaining security of the licensing of software.
- You have to provide the **Company's/Owner Email ID** only, for Software Registration because all the information regarding the Activation or Surrender of software's will be communicated through this e-mail address only and this email address must be active till when you are using our software. So kindly ensure that Staff Email Id is not been used for Software Registration.
- Mobile number is compulsory in order to notify about the latest updates and information regarding software.
- Company is going to provide CD to the clients at the time of Registration. Company is not going to provide any other CD's to clients.
- **Once the Firm name is mentioned then it will not be changed subject to terms provided in the Guidelines. So please check all the details before submitting. You have all the details in Software itself so when you will receive the First Activation Code then check the details, if any deficiency, immediately send the mail to the company to rectification.**

2. PRICES

- Prices for the Client for Installation and Updation of the Software are specified in **ANNEXURE - 1**. Prices can be revised any time during the Year. Company will update the revised Prices on its website and its effective date.
- Client should take care of the fact that he/she is not paying more than MRP + taxes for any product. Clients can check the website for latest MRP of all the products and can calculate the final price of the product from the link provided below:-

<http://saginfotech.com/PriceCalculator.aspx>

- Clients should always take care of the fact that they must not pay the charges which are not declared by the company in the name of software services or support, etc.
- Clients should never pay the updation charges for more than one year. That means updation charges are payable by clients for current year only for the period for which the company is issuing the Activation Code.
- Company charges for software to clients for RIGHT TO USE not for SUPPORT/SERVICES of the software. Company is permitting clients to use that software for one year only, so clients must remember this point for any future consequences. Company is allowing to the client to use the software Financial Year wise. So it is clarified to the client that date of purchase or updation is not counted. So it is clear in front of client that company is not committing any kind of services in the bill.
- We charge all applicable taxes as per the Government Rules & Regulations. At the time of final billing for the purchased software, current Rate of Applicable Taxes will be applied. Company will not entertain any amount submitted before the final billing from company's side. Client has to pay amount as per the final bill from company's side.

3. APPLICABILITY OF GST

We charge 18.00 % GST on our all products.

4. BILLING AND PAYMENT

- Before depositing any payments/dues to the company, the Client must confirm the amount to be deposited and bank account in which they have to deposit the amount. Any mistake like submitting amount in wrong account number will be borne by client only.
- If Client wishes his GST No. in Invoice issued by us then he has to send the Valid GST No at the time of payment and check the Invoice immediately when received. If his GST No is not found on Invoice then

immediately update the company on mail. If he fails to do so then it's not possible to correct the Invoice in next month.

- We will issue the Invoice only by the name of the Firm that has been Registered with us and no other name Invoice will be entertained from our end.
- If any client wishes to deduct the TDS then client must send a mail for the deduction of the TDS and furnish the TDS Certificate within One Month from the Relevant Quarter end. If client is not able to furnish TDS Certificate then company can Deactivate the Software until and unless Form is not received.
- If Client is depositing the amount and Bank Charges any amount in this regards then Client has to deposit Bank Charges also. If the amount is charged by Bank from our Bank Account then it will be treated that Client has deposited less amount. Examples of these types of transition are Cash Deposit, ATM Deposit etc. These charges are charged by the bank transaction wise. So Client has to deposit the Amount as per the total Transactions been done. If any client deposit the Cheque or DD or PO and is returned due to any reason then he has to pay the Return Charges Charged by the Bank from to the Company.
- Only, after receiving the full payment Company will issue the Activation Code. If client deposits any partial payment and wants to Activate the Software then client has to send a request mail declaring the date in written to info@saginfortech.com that, by when he will deposit rest of the payment and Company should accept the Client's request and thereafter allow the usage to the client. Maximum time limit for this balance payment will be 5 days and after 5 days your software will automatically get deactivated. In this situation every start of the software, must require Active Internet Connection.
- Company always suggests to confirm the final payable amount on company's website or from company's official email id info@saginfortech.com. If company will receive any access amount with your total payable then Company will charge 100 Rs. for every refund transaction and then refund the balance amount after deducting the charges.
- Mode of payment is also based on the source of purchase:-
 - If you are purchasing the software directly from the company or its employees then the payment will be done in the name of SAG INFOTECH PVT LTD.

- If you are purchasing the software from dealer then firstly check the dealer Certificate or Mail to the Company and if its satisfactory then make the payment in the name of the dealer.
- Client has to send the Payment details in following manner to the company mail id from his registered Email Id –
 - CONTACT PERSON NAME
 - COMPANY NAME
 - ADDRESS
 - CITY
 - STATE
 - PIN CODE
 - MOBILE NOS
 - PHONE NOS WITH STD CODE
 - EMAIL ID
 - REGISTRATION TYPE (HARDWARE LOCK / ONLINE)
 - NO. OF LAN
 - PAYMENT MODE
 1. CASH DEPOSIT SLIP
 2. CHEQUE DETAILS – BANK NAME OF CHEQUE DRAWN, CHEQUE NO., AMOUNT
 3. NEFT – NAME WHICH REFLECTED IN COMPANY BANK ACCOUNT, UTR NUMBER
 4. IMPS DETAILS – IMPS NO, REFERENCE NO
 5. ONLINE PAYMENT – Subject to 2.30 % Additional Charges.

5. DECLARATION FORMS

Company has notified the Declaration Forms for LAN / Software Surrender / Change of Email ID etc. Client should check the validity of the Form before sending to the company. Form should be properly filled up, all fields to be filled, signed by the authorized person, company seal (If Applicable), no alteration in the form language and Declaration should be send from Registered Email ID. If any changes made by the client in the form and sent to the Company then the liability will be of the Client only. Company will not be liable in that case because Client has alter the Language of the predefined Form.

6. COMMITEMENT TO THE CLIENT

Any verbal commitments from the employee and dealer of the company to you regarding sales, updation, price, amendments in software, etc will not be entertained by the company until and unless it's not taken in written conformation from us through email info@saginfotech.com only.

7. SOFTWARE SERVICES AND SUPPORT TO THE CLIENT

Dear customers company is having two streams of service support:-

- **If you purchase the software from company-** If you purchase the software directly from company – Company is not liable to give any service or technical support to the client (Please refer point no. 2.5). Still as a company we have small technical support center where we provide technical assistance to our clients but that to be matter of availability of technical support executive, availability of free phone lines etc. however Company is not bound to give any sort of technical support/service to the clients.
- **If you purchase the software from Company's Dealer** – If you are purchasing software from dealers, then complete technical and service support will be provided by the dealer, because the main motive of company to appoint any local dealer to your area is to provide you better services and connectivity from the company. If dealer is not providing you proper services and support then please send a complaint mail to us at :- info@saginfotech.com .
- Now we are in the transforming phase and our office timing will be changed from 1st July 2016. Company is going to 5 days a week and timings will be 10:00 am to 07:00 pm however company will provide lesser support on Saturdays between 10:00 am to 05:00 pm. Lesser support means there will be less availability of number of Technical Support Executives as well as no availability of Professional Staff (CA, CS) responsible to solve calculation related queries. Company office will be closed on National Holidays. (Refer holiday list on our official website www.saginfotech.com)
- We have no Missed call facility or we will not call back to the client if client missed call to us or e-mail to us to call back. If Client has any query then client will call to us. If the company phones are busy then our existing system intimates to us and we will try to call you as soon as possible.
- To assist you in a better way we request you to please contact us as per the nature of your concern and in a descriptive way with complete details of whatever you want and the detail of concern department/software/employee. As per the nature of your concern, below are the contact details:
 - Suggestions – We always take our customer's opinion on top priority and always welcome valuable suggestions from the customers. If you have any suggestions related to software features, related to software

UI, related to software scope of software then kindly send your detailed suggestion mail on **suggestion@saginfotech.com**

- Technical Issue - We take utmost care when we develop the software but still some errors are beyond our control and if you face any kind of error which you are not expecting, if your software is not functioning properly, if you are getting any trouble while installation then kindly send your detailed mail at **techsupport@saginfotech.com**
- Calculation/Data Misinterpretation Error/ Data Execution Error - If you receive any fact and figure which you might not be expecting, any wrong figures which comes after the calculation of the software, if you find any wrong acts, rules and regulation then kindly send your detailed mail at **expertsupport@saginfotech.com**
- Complaint - If you are facing Misbehavior from any employee or dealer, if you are not getting proper support on time, if someone is providing you any information which misleads you then kindly send your complaint details at **grievances@saginfotech.com**
- To Escalate the issue - If you think that you have not received any solution from above email id's and your problem is still not solved then kindly send your detailed mail at **info@saginfotech.com**

Any correspondence will be contained -

- Contact Person's Name with Contact Nos
- Software Name
- Software Hardware Lock or Serial No.
- Mail should be from registered Email ID otherwise we will not consider.
- Mail should contain all the matter for which its send.
- If the mail is sent to wrong Mail Id then it will not be attended. For e.g. any suggestion send to technical issue mail id then it will not be entertained.
- Only matter relevant to the above mentioned issues the mail should be sent on respective Email ID's.
- Mail should not be send or CC to any other Mail ID's of the Company.

8. HARDWARE LOCK

- Hardware Lock cost is extra from Installation or Updation Charges.
- Hardware Lock spoils due to any of the reasons or shifting the Registration type Hardware Lock to Online Registration then you are required to send the Lock to company for replacement. Lock replacement cost (Lock purchase price) will be applied in this case. Therefore, you have to be very cautious while handling this Lock because if it's lost then, you have to subscribe for new software and the Cost of New Software will be Chargeable at MRP of the Software.

- If you are using two software's viz. Genius & Payroll on two different systems keeping a separate lock for each & afterwards (due to any of reason) if you wish to merge in the single system then you have to Return back to the Company one Hardware Lock after holding the Final Lock in which you wish to take both the registrations and no amount will be refundable for Returning Lock.
- If you are using two software's viz. Genius & Payroll on a single system with one Hardware lock and later (due to any of reason) if you demand to use in the separate then you are required to Return back to the Company the lock and can take the replacement for two key locks after paying the cost of both the Locks and no amount will be refundable for Returning Lock.
- Client has to courier the Hardware Lock in a Separate Courier in which Hardware Lock must be single product. Before sending the courier Client has to send us a mail at info@saginfotech.com elaborating the details of Hardware locks. After receiving the Hardware Lock Company will acknowledge the Receipt. If Company will not receive the Hardware Lock due to misplace by the Courier Company then client has to pay the New Software Registration Charges (MRP of the Software which was registered on the Hardware Lock).
- In the process of converting your software from offline to online, Company will be requiring the Hardware Lock from you in 7 days from the date when Company converted your software. The converted online software will come with 7 days validity and automatically expire on 8th day therefore you must send the Hardware Lock to the company in 7 days. In this situation every start of this software must require Internet. Without receiving the Hardware Lock Company will not entertain any request for continuing the software services.

Example – On your request, if company have converted online software on dated 01-01-2016 then you have to submit the hardware lock latest by dated 07-01-2016 and if Company will not receive the hardware lock till 07-01-2016 then on dated 08-01-2016 your software will automatically gets deactivated.

9. SOFTWARE IS NON TRANSFERABLE

Software is not transferable it can only be registered to one client who has initially subscribed. Once a client has taken the registration in personal name and wants to transfer the software to his / her firm name then he / she has to provide some authentic documental proof in order to transfer the registration.

If client has taken the registration in the name of organization and organization has been dissolved then that software will not be transferred to the individual or others.

If a client has taken the software in his / her name and later on he quits the work then the software is not transferable to another person such as friend, relative etc.

If the Client want to Change name of the Firm that has been registered with us, Government Proof would be required stating that name of the Old Firm has been changed to New Name of the Firm.

In case there is any Merger, the Firm which has been registered with us needs to provide the relevant Government Proofs of Merger with the name of the Firm that has been Registered with us and the Firm in which the Merger has been done.

10. SOFTWARE TRAINING TO CLIENTS

Company will not provide training to all the staff of the clients. So authorized person must take the demo of our software.

If client is not taking training of our software himself / herself and some staff is taking so he / she should always keep one fact in mind that if that trained staff leaves the company we may not retrain any other employee on the same software it is the sole responsibility of the client to manage the successor of the trained employee.

11. COMMUNICATION WITH COMPANY

Client is compelled to use their registered mail-id for the communication regarding updations and registration details. Client must send the mail to info@saginfotech.com not any other mail ids. Sending mail to any other mail id and not from there registered mail id will be considered invalid. It should be taken care of that the Client will send the mail to the company only at one mail id which is info@saginfotech.com. Client will not send any mail to any Staff or at other Email ID's of the Company. Client will mail to the Dealer first if he / she has subscribed the Software from Dealer. If the Dealer is not responding then he can forward it to the company. Client will not contact to the Company Employees on personal Nos. for any assistance.

Client should take care before sending any mail to the company that Lock or Serial No, Contact Person's Name and No, Details of the Query are mentioned in the mail. At the time of call to company Client will ask the name of person who has attended the call and tell his / her name and Lock or Serial No or Registered Mobile No.

12. CLIENT LOGIN PANEL

SAG Infotech Pvt Ltd provided his each and every client with a client login panel. By accessing this login panel client can see the complete details about product, date of purchase, registration of the product, activation code, date of activation, date of updation, Validity of Software etc. And all the other useful information regarding the software and company can be accessed by this log in panel.

13. SALE WILL NOT BE CANCELLED

Once the Activation Code will be issued Software Registration will not be cancelled. Company will not refund the amount or convert it into our other software because we provide an elaborated demo of our each and every software before the purchase,

so client is aware of our software and they can judge our software prior whether it is user friendly/useful for them or not by any means.

14. CONVERSION OF SOFTWARE

If any of our client is using full version of any of our software's and he / she wants to convert it to the lower version of same software, at the time of updation he / she has to send a mail to us or to communicate with us and we will convert his software to lower version, but client should always keep these points in mind at the time of conversion:-

- If client has taken the registration via hardware lock, then first he / she has to return that hardware back to us and after receiving that lock we will convert his / her software to lower version.
- If client has taken online registration then he / she has to surrender the registration first then we will convert his / her software to lower version.
- Once full version software is converted into lower version of same software then it cannot be converted again into full version. If client wishes to have that full version of software again he / she has to pay the installation charges of the full version of software again to the company.

15. SUGGESTIONS

All the viable suggestions from the clients are welcomed by SAG Infotech Pvt Ltd, only if it is feasible and in favor of our maximum number of clients. Clients are requested to send one suggestion single time via mail at: - info@saginfotech.com

Please send one suggestion only single time because company is already overloaded with suggestion of our different types of clients. If your suggestion is appropriate we will surely apply it may take some time because we might already be busy in applying other suggestions that arrived to us before yours.

16. GRIEVANCES

Complaint - If you are facing Misbehavior of any employee or dealer, if you are not getting proper support on time, if someone is providing you any information which misleads you then kindly send your detailed complaint at grievances@saginfotech.com

To Escalate the issue - If you think that you have not received any solution from above email id and your problem is still not solved then kindly send your detailed mail at info@saginfotech.com

We will investigate the matter and if your grievances are true we will definitely take a strong action against them and we will assure that the same will not be repeated and will be dealt strongly.

17. UPDATE THE LATEST REGISTRATION DETAILS

Clients will update us immediately if any changes occur in the information that they have provided us at the time of registration. Clients can inform us about the changes in their contact number, address etc by using the client login panel provided by the company to them.

18. LAN POLICY

1. For Multi-user, please select number of “LAN Charges” as per requirement. LAN Installation / Updation Charges will be same as applicable on the Software on which LAN facility is availed.
2. In case if you doesn't want any service from Company or Dealer regarding LAN multi-user, Company / Dealer will not charge any money from you. We have provided LAN help for troubleshooting which is accessed from Help Section. To avail this, you must fill the “LAN Declaration Form” and send a scanned copy via Registered Email ID as well as Hard Copy of the same on your Company's Letter Head to our Company / Dealer.
3. At a time client can only use one mode of LAN connection, either against LAN Declaration Form (Unlimited Access) or through paid LAN connection for particular number of PC's. Client cannot avail both the types of access at the same time.

If client is having Unlimited LAN connections against LAN Declaration Form and after that he/she wants another paid LAN connection then all earlier LAN connections (against LAN Declaration Form) will be deactivated. Client cannot access LAN connections other than he/she paid for.

Example- If client is using 10 LAN connections through LAN declaration form and now wants 2 paid LAN connections; In this case company will provide 2 paid connection and deactivate 8 LAN connections.

Vice Versa- If client is having paid LAN connection and now wants unlimited LAN connection through Declaration Form, Company will deactivate all earlier paid connections and will not give any service to those connections. Also, the company will not be liable to any claim or refund for prior paid connections.

Example- If client is using 2 paid LAN connections and now takes unlimited LAN access through LAN Declaration Form, In this case Company will deactivate earlier 2 paid LAN connections and previously paid charges against the LAN will not be refundable and also company will not give any service to that 2 paid connections.

19. ERRORS LIABILITY CLAUSE

Company always try to minimize the chance of errors in software, but as software is a technical product therefore errors are something which can occur any point of time therefore Company is not liable for any loss of your data, any financial loss due to our software, any calculation mistakes, any other software crashes and other similar damages by any means.

ANNEXURE - 1

Product Name	MRP (Rs.)	Updation Charges (Rs.)	Updation Free From the Date of Purchase	Updation for the Year
Genius	10000.00	4000.00	01-10-2018	AY – 2019-20
Gen IT	4500.00	2000.00	01-10-2018	AY – 2019-20
Gen Bal	5000.00	2500.00	01-10-2018	FY – 2018-19
Gen CMA	2000.00	500.00	01-01-2019	FY – 2018-19
Gen e-TDS	3500.00	1500.00	01-01-2019	AY – 2020-21
Gen Payroll	15000.00	4000.00	01-01-2019	FY – 2019-20
Gen Comp Law With XBRL	15000.00	4000.00	01-01-2019	FY – 2019-20
Gen Comp Law Without XBRL	10000.00	3000.00	01-01-2019	FY – 2019-20
Gen XBRL	10000.00	2500.00	01-01-2019	FY – 2018-19
Online Payroll	20000.00	5000.00	01-01-2019	FY – 2019-20
Online Payroll – Hosting	5000.00	5000.00	01-01-2019	FY – 2019-20
Gen GST - Desktop	5000.00	2000.00	01-01-2019	FY – 2019-20
Bulk SMS	1500.00	-	5000 SMS	
Laptop	2000.00	2000.00	-	-
CA Portal (With Domain Hosting)	10000.00	5000.00	-	-
CA Portal (With Hosting Without Domain)	9500.00	4500.00		
CA Portal (With Domain Without Hosting)	8500.00	3500.00		
CA Portal (With Out Domain Hosting)	8000.00	3000.00	-	-
LAN Charges	500.00	500.00		

1.2 Hosting Details

Web Space***	Hosted Domain	Sub Domain	Email Account	FTP Account	MS SQL	Hosting Type	Band Width	Hosting Panel
500 MB	1	1	10	2	1	Windows	5 GB	Yes

Note: ***This Space includes Hosting File, Email Space and Database space

Charges for Additional Requirement (Per Annum)

Email

Number of Accounts	Price*
10	450/Each Mailbox
50	400/Each Mailbox
100	350/Each Mailbox

Space

Space Size	Price*
250 MB	500
500 MB	800
1 GB	1200

Other Particulars

Particulars	Price*
Domain	600**
MS SQL	500
Dedicated IP	1800
For SSL Certificates (Domain validation) with IP	4500
Domain Transfer Charges	100
Domain Renewal	600**

Note: **For .com, .net, .org, .in, .co.in

*Taxes extra as applicable