GBiZ POS – Terms & Conditions

Service Provider: Gravity Soft Tech Solutions
Product: GBiZ POS
Service Model: Software as a Service (SaaS)
Effective Date: 01 Nov 2026

These Terms & Conditions govern access to and use of GBiZ POS, a subscription-based point-of-sale and business management platform provided by Gravity Soft Tech Solutions ("GBiZ", "we", "our", or "us").

By registering, subscribing to, or using GBiZ POS, you ("Customer", "User", or "you") acknowledge that you have read, understood, and agreed to these Terms & Conditions.

1. Subscription Plans and Pricing

1. All subscription prices are in Indian Rupees (INR).
2. The above subscription prices are inclusive of applicable GST.
3. Subscription charges are calculated based on the number of users selected by the customer.
4. The free trial is available for one month, subject to the conditions specified during registration.
5. Additional users may require additional subscription fees.
6. Features, user limits and service availability may vary depending on the selected subscription plan.
7. Gravity Soft Tech Solutions reserves the right to revise subscription prices. Customers will be informed of applicable changes before they take effect.

2. Free Trial Policy

1. GBiZ offers a one-month free trial to eligible customers.
2. During the trial period, customers may explore the available GBiZ POS features.
3. The free trial starts from the date of account activation unless otherwise specified during registration.
4. At the end of the one-month trial, access to GBiZ POS will be suspended unless the customer selects and activates a paid subscription.
5. No automatic subscription charge will be applied merely because the free trial has expired.
6. Customers can continue using GBiZ POS by selecting either the monthly or yearly subscription plan.
7. Trial availability and eligibility may be subject to additional conditions communicated during registration.

3. Taxes and Statutory Responsibilities

1. GBiZ subscription prices are inclusive of applicable GST.

2. Customers are solely responsible for taxes, duties, levies and statutory obligations arising from their own business operations.
3. Customers must maintain their own tax registrations, licences, permits and statutory records wherever required.
4. Customers are responsible for ensuring that their business complies with applicable tax laws and government regulations.
5. Gravity Soft Tech Solutions is not responsible for the customer's failure to comply with tax or other statutory obligations relating to their business.

4. Prohibited and Restricted Products or Services

GBiZ POS must not be used to sell, promote, distribute or facilitate transactions involving:

1. Illegal products, goods or services.
2. Products prohibited under applicable government laws or regulations.
3. Products or substances restricted by government authorities without the required licences, permits or authorisations.
4. Counterfeit, stolen or unlawfully obtained goods.
5. Products or services involving fraudulent, deceptive or unlawful business activities.
6. Any other products or services prohibited by applicable laws or government authorities.

Customers are solely responsible for ensuring that their business activities and transactions comply with all applicable laws and regulations.

GBiZ reserves the right to investigate suspected violations and suspend or terminate accounts involved in prohibited activities, subject to applicable law.

5. Customer Account and Responsibilities

1. Customers must provide accurate and complete registration information.
2. Customers are responsible for maintaining the confidentiality of their login credentials.
3. Customers must not share their accounts with unauthorised individuals.
4. Customers are responsible for activities performed through their accounts.
5. Customers must immediately notify GBiZ if they suspect unauthorised access.
6. Customers must not attempt to access, modify, damage or disrupt the platform or its infrastructure without authorisation.
7. Customers must use GBiZ POS only for lawful business purposes.

6. Subscription Payments

1. Subscription payments must be made according to the selected billing plan.
2. Monthly subscriptions are payable every month.
3. Yearly subscriptions are payable in advance for the selected annual subscription period.

4. Subscription fees are inclusive of applicable GST.
5. Customers are responsible for ensuring that their payment information is valid and up to date.
6. Failure to complete payment may result in restricted access or suspension of the service.
7. Additional services, customisations, integrations or hosting arrangements may involve separate charges, which will be communicated before purchase.

7. Subscription Renewal

GBiZ supports both manual and automatic subscription renewal.

7.1 Manual Renewal

1. Customers may manually renew their subscriptions before or upon expiry.
2. Customers are responsible for completing renewal payments on time to avoid service interruption.
3. If the subscription expires without renewal, access may be suspended.

7.2 Automatic Renewal

1. Customers may choose automatic renewal where this option is available.
2. Automatic renewal requires the customer's explicit authorisation.
3. The applicable subscription fee will be charged using the authorised payment method.
4. Customers may disable automatic renewal before the next renewal date.
5. GBiZ will provide appropriate information regarding renewal charges and arrangements.
6. If renewal payment fails, GBiZ may notify the customer and provide an opportunity to complete payment.
7. If payment remains unsuccessful, access may be suspended until payment is completed.

7.3 Renewal Pricing

Any changes to subscription prices will be communicated before revised prices apply to a customer's renewal.

8. Subscription Cancellation

1. Customers may request cancellation of their subscription at any time.
2. Cancellation requests must be submitted through the designated account settings or by contacting the GBiZ support team.
3. For monthly subscriptions, cancellation will prevent the next renewal. Access will generally continue until the end of the current paid billing period.
4. For yearly subscriptions, cancellation will prevent renewal for the next subscription year. Access will generally continue until the end of the current paid subscription period.

5. Customers using automatic renewal must disable it or request cancellation before the next renewal date to avoid further charges.
6. Uninstalling the application or simply stopping its use does not automatically cancel a subscription.
7. GBiZ may request account verification before processing a cancellation request.

9. Refund Policy

1. Subscription fees are generally non-refundable once a billing period has started, except where required by applicable law or otherwise approved by GBiZ.
2. Refund requests for yearly subscriptions will be reviewed individually based on the circumstances of each request.
3. Monthly subscription refund requests may also be reviewed in cases of duplicate payments, incorrect charges or verified billing errors.
4. Refund approval will be determined by GBiZ, subject to applicable laws and customer rights.
5. Customers must submit refund requests to the GBiZ support team with relevant payment details and supporting information.
6. Approved refunds will be processed through the applicable payment method or another agreed method, subject to payment provider processing times.
7. Cancellation of a subscription does not automatically qualify the customer for a refund.

10. Suspension and Termination of Services

GBiZ reserves the right to suspend, restrict or terminate customer access in circumstances including:

1. Violation of these Terms & Conditions.
2. Use of GBiZ POS for illegal or prohibited business activities.
3. Non-payment of subscription fees.
4. Fraudulent activity or misuse of the platform.
5. Attempts to compromise platform security or infrastructure.
6. Activities that threaten the security, stability or availability of the service.

Where reasonably possible, customers will be notified before suspension or termination, except where immediate action is necessary for security, legal compliance or prevention of harm.

Customers may request account closure by contacting the GBiZ support team.

11. Customer Data and Privacy

1. Customers retain ownership of their business data, including product, sales, inventory, purchase and customer records entered into GBiZ POS.
2. Customers are responsible for ensuring that they have the necessary rights and permissions to collect and process information entered into the platform.

3. GBiZ may process customer data to provide, maintain, secure and improve its services, in accordance with its Privacy Policy and applicable laws.
4. Customers must not upload unlawful, harmful or unauthorised information.
5. Customers are responsible for maintaining appropriate records of their business transactions.
6. GBiZ will implement reasonable security measures to protect customer information.
7. Customers should periodically export and maintain appropriate backups of important business records where export functionality is available.

11.1 Data Deletion After Cancellation

1. Customers may request deletion of their account and associated business data after subscription cancellation.
2. Data deletion requests must be submitted through the GBiZ support team or an available account-management facility.
3. GBiZ may verify the identity and authority of the person submitting the request.
4. Upon verification, GBiZ will process the deletion request within a reasonable period and in accordance with applicable data protection laws.
5. Certain information may be retained where required by law, for legitimate security purposes, or to resolve outstanding financial or legal obligations.
6. Customers are encouraged to export their business records before requesting account and data deletion.
7. Once data has been permanently deleted, it may not be possible to recover it.

12. Service Availability and Maintenance

1. GBiZ aims to provide reliable and continuous access to its SaaS platform.
2. Temporary interruptions may occur due to maintenance, upgrades, infrastructure issues, network failures or circumstances beyond our reasonable control.
3. GBiZ may perform scheduled maintenance and system updates to improve performance, security and functionality.
4. We will make reasonable efforts to communicate planned maintenance where practical.
5. GBiZ does not guarantee uninterrupted or error-free service unless a separate written service-level agreement provides otherwise.

13. Domain and Hosting Services

GBiZ may offer the following arrangements separately from standard subscription plans.

13.1 Business Subdomain

Customers may request a customised business-name subdomain, subject to availability and technical requirements.

Example: yourshop.gravitysofttech.in, yourshop.dias4u.in

13.2 Customer-Owned Domain

Customers may request GBiZ access through their own registered domain or subdomain.

Example: pos.yourbusiness.com

Additional conditions:

1. Domain configuration and hosting arrangements may require separate charges.
2. Customers are responsible for maintaining ownership and registration of their own domains.
3. Custom domain services are subject to technical feasibility and approval by GBiZ.
4. Additional setup time or technical requirements may apply.
5. Custom domain arrangements may have separate terms and service agreements.

14. Intellectual Property Rights

1. GBiZ POS, including its software, source code, interface, design, branding and documentation, remains the intellectual property of Gravity Soft Tech Solutions or its respective licensors.
2. Customers receive a limited, non-exclusive, non-transferable right to access and use GBiZ POS during an active subscription.
3. Customers must not copy, distribute, modify, reverse engineer, resell or commercially exploit the platform without written permission.
4. Customers must not remove or alter proprietary notices, trademarks or branding without authorisation.
5. Customer business data remains the customer's property, subject to the rights necessary for GBiZ to provide the service.

15. Third-Party Services and Integrations

1. GBiZ may support integrations with third-party services, applications, payment providers or infrastructure providers.
2. Third-party services may have their own terms, fees and privacy policies.
3. GBiZ is not responsible for independent third-party service interruptions or changes, except to the extent required by applicable law.
4. Customers are responsible for complying with the terms and requirements of third-party services they use.

16. Limitation of Liability

1. GBiZ will make reasonable efforts to provide a reliable and secure service.
2. GBiZ shall not be responsible for losses resulting from incorrect information, improper use, unauthorised account access caused by the customer's failure to protect credentials, or customer non-compliance with applicable laws.

3. GBiZ shall not be liable for indirect, incidental, special or consequential losses to the extent permitted by applicable law.
4. GBiZ does not guarantee specific business results, revenue increases or commercial outcomes from using the platform.
5. Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited under applicable law.

17. Customer Indemnification

To the extent permitted by applicable law, customers agree to indemnify and hold Gravity Soft Tech Solutions harmless against third-party claims, losses and reasonable expenses arising from:

1. Unlawful business activities conducted by the customer.
2. Sale or distribution of prohibited or restricted products.
3. Violation of applicable laws or regulations.
4. Misuse of GBiZ POS.
5. Infringement of third-party rights by customer-provided content or activities.

This clause does not apply to losses caused by the service provider's own unlawful conduct or liabilities that cannot legally be transferred.

18. Changes to Terms and Conditions

1. GBiZ may update these Terms & Conditions from time to time to reflect changes in services, business practices, security requirements or applicable laws.
2. Customers will be notified of material changes through appropriate communication channels.
3. Revised terms will specify their effective date.
4. Continued use of the service after the effective date will constitute acceptance where permitted by applicable law.
5. Customers who do not agree with material changes may request cancellation in accordance with the applicable cancellation policy.

19. Force Majeure

GBiZ shall not be responsible for delays or interruptions caused by events beyond its reasonable control, including natural disasters, government actions, internet or telecommunications failures, power outages, cyberattacks and other extraordinary circumstances.

We will make reasonable efforts to restore services when such circumstances are resolved.

20. Governing Law and Dispute Resolution

These Terms & Conditions shall be governed by the laws of India.

Any disputes arising from the use of GBiZ POS should first be addressed through good-faith discussions between the customer and Gravity Soft Tech Solutions.

If a dispute cannot be resolved through discussion, it shall be subject to the jurisdiction of the competent courts in a location to be specified by Gravity Soft Tech Solutions, subject to applicable law.

21. Contact Information

For questions, complaints, subscription cancellation, refund requests, account deletion or assistance regarding these Terms & Conditions, please contact:

Gravity Soft Tech Solutions
Product: GBiZ POS
Website: www.gravitysofttech.com
Email: info@gravitysofttech.com

Acceptance of Terms

By registering for, subscribing to or accessing GBiZ POS, you acknowledge that you have read, understood and agreed to these Terms & Conditions.

If you do not agree with these terms, you must not register for or use GBiZ POS.