

Terms & Conditions

These Terms & Conditions govern all services provided by **BHP Tech Services** ("we", "us", "our"). By engaging in our services, you ("Client") agree to be legally bound by these terms.

1. Agreement & Responsibilities

- **Acceptance:** These terms apply upon service request, device submission, payment, or signing of any agreement.
- **Client Obligations:** You must provide accurate information, maintain backups of all important data, ensure timely payment, and provide necessary access for service delivery.

2. Scope of Work & Payments

- **Service Scope:** Only agreed-upon services are included; additional work will be billed separately.
- **Payment Terms:** All payments must follow the agreed invoice terms. Devices will not be released until full payment is received.
- **Advance Payments:** Certain services or equipment may require payment in advance.

3. Payment Enforcement (Managed IT & Cybersecurity)

- **Due Date:** Invoices must be paid within 15 days of issue.
- **Notice Period:** If unpaid, three notices will be issued, each 5 days apart.
- **Termination:** Failure to pay after the third notice results in automatic contract termination. After termination, only ad hoc services are provided, and outstanding dues remain fully payable.

4. Warranty & Refunds

- **Refund Policy:** No refunds are provided for completed services.
- **Warranty Coverage:** Warranty covers only the specific issue addressed. Parts carry a manufacturer warranty where applicable.
- **Voiding Warranty:** Warranty is voided by physical damage, liquid damage, power issues, or third-party repairs.

5. Liability & Risk

- **Repair Risk:** Clients must disclose prior damage; some repairs carry inherent risk and may result in device failure. We are not responsible for pre-existing faults.
- **Data Liability:** We are not liable for data loss under any circumstance. Clients are responsible for data backup at all times.

- **Maximum Liability:** Our liability is limited strictly to the amount paid for the service.
- **Security Disclaimer:** No system is completely secure; we are not liable for cyberattacks or unauthorized access.

6. Termination & Law

- **Suspension:** Services may be suspended for non-payment or breach of terms.
- **Force Majeure:** We are not responsible for delays caused by events beyond our control, such as natural disasters or power failures.
- **Governing Law:** These terms are governed by the laws of Nepal, with disputes falling under the jurisdiction of local courts.

7. Contact Information

- **Location:** Bagalamukhi Mandir Tole, Gulariya, Bardiya
- **Email:** info@bhptech.com.np
- **Phone:** +9779714225222
- **Website:** www.bhptech.com.np