

MADHYAMCONNECT · TERMS & CONDITIONS

The terms of using MadhyamConnect.

The agreement between you and GenX Digital Solutions for the use of MadhyamConnect — your account, the service, fees, acceptable use, liability and how disputes are handled.

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1 Acceptance of these terms

These Terms & Conditions form a binding agreement between you and **GenX Digital Solutions** ("we", "us") for your use of MadhyamConnect. By ticking "I agree" at sign-up, or by using the service, you accept these terms. If you do not agree, do not use MadhyamConnect. We record the version and time of your acceptance.

Draft. This document is being finalised with legal counsel; the definitive version governs once the service is live. Items in [square brackets] will be completed before publication.

2 Eligibility & your account

You must be **18 or older**, competent to contract, and using MadhyamConnect for your real-estate business. Where you register on behalf of a firm, you confirm you are authorised to bind it. If you act as a real-estate agent where RERA registration is required, you confirm you hold valid registration.

You are responsible for the accuracy of your information, for keeping your credentials confidential, and for activity under your account. Multi-factor sign-in protects your workspace.

3 The service

MadhyamConnect is a **software platform** that helps brokers manage listings, leads, customers and collections, share a digital card, co-broke, and use a property-information portal. **It is a technology tool only.** We are **not** a real-estate agent, broker, promoter or developer under the Real Estate (Regulation and Development) Act, 2016, do not negotiate or facilitate any property transaction, take no brokerage, and are not a party to any dealing or co-broking arrangement between users.

4 Fees, taxes & billing

Paid plans (currently proposed: Growth ₹999/mo, Professional ₹2,499/mo; Solo ₹0) are billed monthly. Prices are **exclusive of GST**, which is charged at the prevailing rate (currently 18%); we issue a GST tax invoice and you should provide a valid GSTIN to claim input tax credit.

- **Auto-renewal** is disclosed at purchase and continues until you cancel.
- For card auto-debit under the RBI e-mandate framework, you receive a **pre-debit notice at least 24 hours** before each charge, and can cancel the mandate at any time.
- Refunds and cancellation are governed by the **Refund & Cancellation Policy**.

5 Acceptable use & prohibited content

You must not use MadhyamConnect to host, upload or share content that is unlawful, defamatory, obscene, fraudulent or misleading, that infringes intellectual property, that impersonates another, or that violates any law — including listing or advertising a project that must be RERA-registered but is not, or making false or misleading statements about a property or your services. You must not scrape, spam, reverse-engineer or resell access.

6 Your content & our intermediary role

You own your content (listings, contacts, media) and grant us a licence to host, display and process it to run the service. You are solely responsible for the legality and accuracy of what you enter. We act as an **intermediary** under the Information Technology Act, 2000 (s.79): we do not pre-screen content, but we may remove it on becoming aware it is unlawful, and we will disable content within **36 hours** of a valid court or government order, retaining records as required.

7 Intellectual property

The MadhyamConnect and GenX Digital Solutions platform, software, brand, interface and databases are our property. We grant you a limited, revocable, non-exclusive, non-transferable licence to use the service under these terms. You may not use our marks without permission. Third-party marks belong to their owners.

8 Disclaimers

The service is provided **"as is" and "as available"**, without warranty of uninterrupted or error-free operation. We do **not** guarantee the accuracy, legality or completeness of property, listing, RERA, title or broker information, which is supplied by users and third parties and not independently verified. Nothing on the platform is legal, tax, financial or investment advice, and no leads, transactions or outcomes are guaranteed. See the separate **Disclaimer**.

9 Limitation of liability & indemnity

To the maximum extent permitted by law, we are not liable for indirect, incidental, special or consequential damages, or loss of profits, revenue, data or goodwill. Our total aggregate liability arising out of or relating to these terms shall not exceed the **total subscription fees you paid in the twelve (12) months** before the event giving rise to the claim. **Nothing in these terms limits or excludes liability that cannot be limited or excluded under applicable law, including for fraud, gross negligence or wilful misconduct.**

Indemnity. You will indemnify us against claims arising from your content, your breach of these terms or of law, or your infringement of third-party rights.

10 Suspension & termination

We may suspend or terminate access for breach of these terms, non-payment, or unlawful use. You may stop using the service at any time. On termination you have a window to export your data, after which it is deleted per our retention policy. Clauses on intellectual property, liability, indemnity and disputes survive termination.

11 Grievance Officer

In accordance with the Information Technology Act, 2000 and the rules made thereunder, our Grievance Officer is **[Grievance Officer name]**, Grievance Officer, GenX Digital Solutions, [Registered office address, India], [grievance@genxdigitalsolutions.com]. Complaints are **acknowledged within 24 hours** and **redressed within 15 days**. You may appeal to the Grievance Appellate Committee where applicable.

12 Governing law & disputes

These terms are governed by the laws of **India**. Subject to the dispute-resolution process below, the courts at **[City, State]** have exclusive jurisdiction. Disputes will first be attempted to be resolved amicably, and failing that referred to **arbitration** under the Arbitration & Conciliation Act, 1996 (seat and venue [City]; a sole neutral arbitrator; proceedings in English). Nothing here removes any non-waivable statutory right a user may have.

13 General & changes

Force majeure. We are not liable for delays or failures caused by events beyond our reasonable control, including internet or cloud out-ages, cyber-attacks, government action or natural events.

General. If a clause is unenforceable, the rest stands; a delay in enforcing a right is not a waiver; these terms are the entire agreement; and no partnership or agency is created. **Changes.** We may amend these terms and will notify you; continued use after a material change, or re-acceptance where requested, means you accept the update.

DISCLAIMER

Informational only. These Terms & Conditions are a draft provided for general information and are not legal advice; references to Indian law are summaries and may change. **Being finalised with legal counsel; the definitive version governs once the service is live.** © GenX Digital Solutions 2026. Queries via genxdigitalsolutions.com.



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