BKR TECH SOLUTIONS

PUBLIC POLICY · VERSION 2.0

Terms of Service

The terms on which BKR Tech Solutions provides its services and its website.

ISSUED BY
BKR Tech Solutions (SMC-Private) Limited

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6 November 2026

APPLIES TO
Clients, prospective clients and website users

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bkrtechsolutions.com.pk/terms

CLASSIFICATION
Public

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bkrtechsolutions.com.pk

The short version

- Every project starts with a written **Proposal** that sets the scope, price and timeline.
- Our standard terms are **50% advance** and **50% before final handover**, unless the Proposal says otherwise.
- You own the final deliverables made for you **once they are paid in full**.
- Work outside the Proposal is quoted and approved in writing before we start it.
- These Terms are governed by the laws of Pakistan.

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PART A

General

01 About These Terms

1.1 These Terms of Service ("Terms") apply to all services provided by **BKR TECH SOLUTIONS (SMC-PRIVATE) LIMITED**, a company incorporated in Pakistan under the Companies Act, 2017 (SECP CUIN 0332540) ("BKR Tech Solutions", "we", "us"), and to the use of our website, bkrtechsolutions.com.pk.

1.2 By accepting a Proposal, paying an invoice, or using our website, you agree to these Terms. If you accept on behalf of a business, you confirm that you are authorised to bind it.

1.3 Part B applies to client projects and services. Part C applies to everyone who uses our website or verification service.

02 Definitions

Term	Meaning
Client / you	The person or business that accepts a Proposal or uses our services.
Proposal	Our written proposal, quotation or statement of work for a project, including any accepted revision of it.
Services	The work we agree to do in a Proposal, such as development, design, Shopify, SEO, marketing or hosting.
Deliverables	The final files, code, designs and other results we create specifically for you under a Proposal.
Client Materials	Content, logos, text, images, data and account access you provide to us.
Third-Party Services	Products and platforms provided by others, such as hosting, domains, Shopify, app stores, plugins, fonts, stock assets and APIs.
Fees	The amounts payable for the Services, as set out in the Proposal.
Working day	Monday to Friday, excluding public holidays in Pakistan.

PART B

Client Projects and Services

03 Proposals

3.1 Each project is governed by its Proposal, which sets out the scope, Deliverables, timeline, Fees, payment schedule, number of revision rounds and any support period.

3.2 A Proposal is valid for **30 days** from its date unless it states otherwise. It becomes binding when you accept it in writing (including by email or WhatsApp) or pay the advance.

3.3 If a Proposal conflicts with these Terms, the Proposal prevails for that project.

3.4 Timelines run from the date we receive both the advance payment and the materials needed to start.

04 Working Together

4.1 We will perform the Services with reasonable skill and care, keep you informed of progress, and give you a named point of contact.

4.2 You will provide accurate Client Materials, timely feedback and approvals, and the access we reasonably need. You will name one person who can give instructions and approvals on your behalf.

4.3 If a delay is caused by missing materials, feedback or access, the timeline moves by at least the length of the delay.

4.4 If a project is on hold for more than **30 days** because we are waiting for you, we may close it after written notice and invoice the work completed. It can be restarted later, subject to our availability and any updated Fees.

05 Fees and Payment

5.1 Fees and the payment schedule are set out in the Proposal. Unless it says otherwise, **50% of the Fees** is payable in advance before work starts and the remaining **50%** is payable before final handover or go-live.

5.2 Invoices are payable within **7 days** of issue, in the currency stated in the Proposal. Bank and transfer charges are paid by the sender.

5.3 Fees exclude taxes unless the Proposal says otherwise. Applicable taxes are added as required by law.

5.4 Third-Party Services are charged separately unless the Proposal includes them, and are paid at the rates set by their providers.

5.5 If a payment is overdue, we may, after giving notice, pause work, hold final files and handover, or suspend recurring services until it is paid.

5.6 All payments must be made only to BKR Tech Solutions' official accounts listed on our invoice. We will never ask you to pay a team member personally. Please contact us before paying if you receive different account details.

5.7 Promotional discounts, such as a discount on a first project, apply only as stated in the offer, cannot be combined with other offers, and may be changed or withdrawn at any time before a Proposal is accepted.

06 Changes to Scope

6.1 Work not included in the Proposal, such as new pages, features or additional revision rounds, is a change request.

6.2 We will quote the cost and timeline effect of each change request. We start it only after you approve it in writing.

07 Revisions and Acceptance

7.1 The number of revision rounds included is stated in the Proposal. A revision round is one consolidated set of feedback on a Deliverable. Further revisions are charged.

7.2 When we submit a Deliverable for review, you have **5 working days** to approve it or report material defects, unless the Proposal sets a different period.

7.3 A Deliverable is accepted when you approve it, when you use it live or publish it, or when the review period ends without a material defect being reported.

08 Refunds and Cancellation

Because our work is custom-made and our time is reserved for your project, refunds are limited:

Situation	Refund
Work already completed	Not refundable.
Advance payment, once work has started	Not refundable.
Advance payment, before any work has started	Reviewed case by case. We may keep up to 20% of the advance for planning and time reserved.
Third-Party Services bought on your behalf	Not refundable by us; the provider's own refund terms apply.
Recurring services	No refund for the current billing period after it has started.

If you cancel a project, you pay for all work completed up to the date of cancellation and any Third-Party costs already committed. Full details, including how to request a refund, are in our **Refund & Cancellation Policy**. Nothing in this Section affects rights you cannot lose under applicable consumer law.

09 Recurring Services

9.1 Recurring services, such as maintenance, hosting, SEO, social media management or retainers, are billed monthly in advance unless the Proposal says otherwise.

9.2 Either party may end a recurring service with **30 days' written notice**, unless the Proposal sets a minimum term.

9.3 If a recurring payment is more than **14 days** overdue, we may suspend the service after notice.

10 Hosting and Third-Party Services

10.1 Where possible, domains, hosting, stores and developer accounts are registered in your name and remain yours.

10.2 Third-Party Services are governed by their providers' own terms. We are not responsible for their outages, price changes, policy decisions, suspensions or data loss, but we will help you resolve issues where we reasonably can.

10.3 You are responsible for renewing services held in your name, unless renewal is part of a recurring service from us.

10.4 You are responsible for the legality of the content and products published on your website, store or app.

11 Support and Warranty

11.1 After delivery, we fix defects reported during the support period stated in the Proposal. If none is stated, the support period is **30 days** from acceptance.

11.2 A defect means the Deliverable does not work as agreed in the Proposal. New features, content updates and changes caused by your edits, third-party updates or hosting changes are not defects and are charged separately.

11.3 We do not guarantee specific results, such as search rankings, traffic, leads, sales or app store approval, because they depend on factors outside our control.

11.4 You should keep your own copies of your content and data, unless backups are included in a service from us.

12 Intellectual Property

12.1 Once you have paid all Fees for a project in full, you own the final Deliverables created specifically for you. Until then, we own them and you may use them only to review the work.

12.2 We keep ownership of our pre-existing tools, code libraries, templates, methods and know-how. We grant you a permanent, non-exclusive, royalty-free licence to use them as part of your Deliverables.

12.3 Third-party materials, such as open-source software, fonts, stock images, themes and plugins, remain under their own licences.

12.4 You keep ownership of your Client Materials and confirm that you have the right to let us use them for your project.

12.5 Drafts, rejected concepts and source files not listed as Deliverables remain ours unless the Proposal says otherwise.

13 Portfolio and Publicity

Unless you object in writing or a confidentiality agreement applies, we may show completed work in our portfolio and name you as a client. We never show your confidential information.

14 Confidentiality

14.1 Each party will keep the other's non-public business information confidential and use it only for the project. This includes pricing, strategies, data, credentials and unreleased products.

14.2 This does not apply to information that is public, already known to the receiving party, independently developed, or required to be disclosed by law.

14.3 This obligation continues after the project ends.

15 Data Protection

15.1 Our Privacy Policy explains how we handle personal information about you and your team.

15.2 Where we process personal data on your behalf, such as data of your customers or app users, you are the controller and we act only on your instructions, as described in Section 6 of our Privacy Policy. A data processing agreement is available on request.

15.3 You are responsible for having a lawful basis and a privacy policy for the personal data your website, store or app collects.

16 Liability

16.1 To the extent permitted by law, neither party is liable for indirect or consequential loss, including loss of profit, revenue, data or goodwill.

16.2 To the extent permitted by law, our total liability for any claim relating to a project is limited to the Fees you paid for the relevant Services in the **12 months** before the claim arose.

16.3 Nothing in these Terms limits liability that cannot be limited by law, such as liability for fraud.

17 Indemnity

You will compensate us for losses arising from third-party claims that your Client Materials infringe someone else's rights, or from unlawful use of the Deliverables by you.

18 Termination

18.1 Either party may end a project as set out in the Proposal, or by written notice if the other party commits a material breach and does not remedy it within **14 days** of being asked to.

18.2 On termination, you pay for all work completed and costs committed up to the termination date, and we hand over the Deliverables that have been paid for.

18.3 Sections on payment, intellectual property, confidentiality, data protection, liability, indemnity and law and disputes continue after termination.

19 Events Beyond Control

Neither party is liable for delay or failure caused by events beyond its reasonable control, such as natural disasters, internet or power outages, government action or third-party platform failures. The affected party will tell the other promptly and resume as soon as possible.

PART C
Website and Verification

20 Use of Our Website

20.1 You may use our website for lawful purposes only. You must not attempt to gain unauthorised access, disrupt it, introduce malicious code, or collect data from it by automated means without our permission.

20.2 Content on our website is for general information. Prices, packages and offers shown are indicative until confirmed in a Proposal.

20.3 Our name, logo, website content and designs belong to us or our licensors and may not be copied without permission.

21 Certificate Verification

21.1 Certificates issued by us can be verified on our website using the QR code, the certificate ID with the holder's last name, or a PDF copy.

21.2 A verification result reflects our records at the time of the check. A certificate may show as **superseded** when a corrected copy has been issued, **expired** when its expiry date has passed, or **revoked** where it has been withdrawn.

21.3 Only a successful check on our website confirms that a certificate is genuine. A printed or forwarded copy should not be relied on by itself.

21.4 Altering, forging or misrepresenting a certificate is prohibited. Please report suspected forgeries to info@bkrtechsolutions.com.pk.

21.5 Full details are in our **Certificate Verification Policy**.

PART D
Final Provisions

22 General

22.1 Notices must be in writing and sent to the email addresses the parties use for the project, or to info@bkrtechsolutions.com.pk for us.

22.2 During a project and for 12 months after it, you will not directly hire a team member who worked on your project without our written agreement.

22.3 Neither party may transfer its rights under a Proposal without the other's consent, except that we may transfer them as part of a reorganisation or sale of our business.

22.4 These Terms and the Proposal are the entire agreement for a project. If any provision is invalid, the rest remains in force.

22.5 We may update these Terms from time to time. The version in force when a Proposal is accepted applies to that project.

22.6 These Terms are written in English. If they are translated, the English version prevails.

23 Law and Disputes

23.1 These Terms are governed by the laws of the Islamic Republic of Pakistan.

23.2 The parties will first try to resolve any dispute through good-faith discussion. If it is not resolved within 30 days, the courts of Islamabad have jurisdiction.

23.3 Nothing in these Terms affects mandatory consumer protection rights you have where you live.

24 Contact

	Details
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