

Service Policy

Description

SHIPPING Policy

Introduction

This Service/Shipping Policy ("Policy") outlines how Softech Digital Group ("Company," "we," "us," or "our") delivers services to clients and the manner in which these services are managed. Since Softech Digital Group provides digital products and services only, no physical shipping is involved. Instead, services are delivered electronically through secure digital channels.

Our Service Include

- Web development and design
- Mobile application development
- Software development and deployment
- Cybersecurity and digital transformation solutions
- Data analytics and visualization
- Graphic design and branding
- Robotics and technology innovation

Service Delivery Process

- Project Initiation: Upon confirmation of the project and initial payment (if applicable), a kickoff meeting is scheduled.
- Milestones and Deliverables: Projects are divided into milestones, and partial deliverables may be shared for client approval at each stage.
- Handover: Final deliverables (e.g., source code, reports, applications, or digital files) are shared electronically via email, secure servers, or cloud-based project management tools.
- Acceptance: Clients are required to acknowledge receipt of deliverables and confirm acceptance within 7 working days. Lack of response will be treated as acceptance.

Updates

We maintain transparent communication throughout the service period. Updates are shared via:

- Email notifications
- Project management platforms (e.g., Jira, Trello, Asana)
- Scheduled progress meetings or video conferences

Service Timeline Timelines for service completion are agreed upon in advance and documented in

the project contract. Delays caused by the client's failure to provide timely inputs, approvals, or resources are not attributable to Softech Digital Group. **No Physical Shipping** As all services are digital in nature:

- No physical shipping is performed.
- No shipping or handling charges apply.

Escalation & Support If a client experiences delays or issues with service delivery:

- The client must first contact the assigned project manager.
- If unresolved, the issue may be escalated to senior management.
- We aim to resolve disputes in good faith before pursuing arbitration or legal remedies.

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