

PAYMENT & SERVICE POLICY

This Payment & Service Policy is issued by **Maplores Consulting Services** (“Consultant” / “Company”) for consulting fee payments, statutory registrations, compliance management, return filing, recruitment support, and allied professional services provided to its clients.

For the purpose of this policy:

- **“Consultant / Company”** means **Maplores Consulting Services**.
- **“Client”** means any individual, proprietor, firm, company, employer, recruiter, organization, or person who avails services from Maplores Consulting Services.

This policy is intended to maintain clear understanding regarding services, professional fees, payment terms, responsibilities, and general service conditions.

1. SERVICES OFFERED

The Consultant may provide the following services as required by the Client:

A. Statutory Registration Services

- EPF Registration
- ESIC Registration
- GST Registration
- Professional Tax (P. Tax) Registration
- Trade License Assistance
- DSC (Digital Signature Certificate)
- MSME / Udyam Registration
- Shop & Establishment Registration
- Labour License Assistance
- Factory License Assistance
- PAN / TAN Assistance
- Firm Registration Assistance
- Other statutory registrations and compliance support services

B. Return Filing & Compliance Services

- PF & ESI Monthly Return Filing
- GST Monthly / Quarterly / Annual Return Filing
- Nil Return Filing
- Professional Tax Return Filing
- Payroll and statutory calculation support
- Online / Offline challan generation assistance
- Compliance filing and documentation support
- Employee registration / KYC update support

C. Additional Support Services

- Registration amendments or corrections
- Revised or late return filing

- Statutory notice assistance
- Inspection and hearing support
- Compliance consultation and advisory
- Data correction support
- Documentation and drafting support
- Urgent / priority compliance work, etc.

2. PROFESSIONAL FEES

A. Nil Return Filing Charges

Professional charges for NIL return filing of EPF, ESIC, GST, or similar statutory returns shall be INR 700 (Seven Hundred only).

(Charges are subject to service scope and statutory requirements.)

B. Regular Filing Charges

PF & ESI Filing

Professional charges may be:

- Based on the number of employees, **or**
- Fixed professional fees of Rs. 3,500 each (PF / ESI).

Charges may vary depending on employee strength, work volume, or complexity.

GST Filing

Professional charges may be:

- Based on the number of invoices/transactions, **or**
- Fixed professional fees of Rs. 2,000 per return.

Charges may vary depending on invoice volume, business category, or filing complexity.

C. Additional Service Charges

Separate charges may apply for:

- Registrations and amendments
- Revised or late return filing
- Department notices and reply drafting
- Hearings and inspections
- Statutory case handling
- Urgent / priority services
- DSC charges and renewal
- Government fee-related expenses
- Consultancy and advisory services, etc.

Note: Government fees, taxes, portal charges, penalties, late fees, and third-party charges shall be payable additionally by the Client.

3. PAYMENT TERMS

- Professional fees must be paid in advance or within agreed timelines.
- Delay in payment may result in delay, suspension, or discontinuation of services.
- Filing or compliance work may be withheld until pending dues are cleared.
- Fees once paid are non-refundable for initiated or completed work.
- Applicable taxes, if any, shall be charged additionally.

Service Registration / Consultation Fee

- Service Registration / Consultation Fee must be paid before availing any service.
- The registration/consultation validity shall remain active for 11 months from the payment date unless otherwise specified.
- Other applicable charges may vary depending on service type, scope, urgency, and duration.
- Detailed charges shall be communicated separately at the time of service confirmation.

Payment Conditions

- Registration / consultation fees are non-refundable, non-transferable, and cannot be adjusted against any other service or payment.
- Payments must be made only through official payment methods provided by Maplores Consulting Services.
- Accepted payment modes may include:
 - UPI
 - Internet Banking
 - QR Code Payment
 - Debit / Credit Cards
 - Mobile Wallets

Clients are advised to:

- Enter correct payment details,
- Keep transaction ID/reference number/payment receipt safely for future verification.

Services shall commence only after successful payment confirmation.

The Consultant shall not be responsible for:

- Payment gateway failure,
- Bank/server issues,
- UPI/network delays,
- Duplicate payments,
- Failed transactions,
- Incorrect payments made by the user,
- or any technical issues beyond reasonable control.

By making payment, the Client confirms acceptance of this policy and related service terms.

4. CLIENT RESPONSIBILITIES

The Client agrees that:

- The Client is the Principal Employer / Proprietor / Company / Registered Taxpayer under applicable laws.
- All required documents, employee details, salary/wage data, invoices, attendance records, and other information must be provided correctly and on time.
- All statutory dues including PF, ESI, GST, taxes, penalties, interest, or other liabilities shall be paid directly by the Client.
- The Consultant shall not be responsible for any delay, penalty, rejection, late fee, interest, or non-compliance caused due to:
 - Delayed or incorrect information,
 - Delayed payment or non-payment,
 - Incomplete records,
 - Employee data mismatch,
 - or non-cooperation from the Client.

5. DISCLAIMER & LIMITATION OF LIABILITY

- Maplores Consulting Services acts only as a compliance service provider/facilitator.
- The Consultant is not the employer, Principal Employer, legal representative, tax authority, or statutory authority of the Client.
- The Consultant shall not be responsible for:
 - Government portal/server downtime,
 - Technical/system errors,
 - Changes in laws/rules,
 - Departmental delays,
 - Rejection of applications,
 - Penalties due to delayed payment,
 - or incorrect data/documents provided by the Client.

All statutory liabilities, taxes, notices, penalties, and legal responsibilities shall remain solely with the Client.

6. TERMINATION OF SERVICES

- Either party may discontinue services through written communication.
- Fees for services already completed or initiated shall remain payable.
- Upon termination, the Consultant shall stand relieved from all future responsibilities from the effective date of termination.

7. JURISDICTION

Any dispute arising out of these services or related matters shall be subject to the jurisdiction of **Guwahati, Assam** only.

8. OTHER COMPANY POLICIES

Clients, recruiters, candidates, and business associates are advised to review other company policies including:

- Recruitment Policy for Candidates
- Recruitment Policy for Recruiters / Employers
- Compliance & Service Policy
- Privacy & Data Usage Policy
- Payment & Refund Policy
- Terms & Conditions Policy

These policies form part of the Company's standard service terms and may be updated from time to time without prior notice.

