

TECHLIRA

Software Solutions & Technology Services
Mawathagama | info@techlira.lk | 074 334 7430 | www.techlira.lk

TERMS OF SERVICE

Rules, Rights & Responsibilities Governing Techlira Services
Effective Date: 10 May 2026 | Version 1.0 | www.techlira.lk

Welcome to TechLira. By engaging our services, purchasing a product, or accessing any of our systems, you agree to be bound by these Terms of Service. Please read them carefully. If you do not agree, please discontinue use of our services immediately.

1. Acceptance of Terms

By using TechLira's services, you confirm that you have read, understood, and agreed to these Terms of Service in full. These terms apply to all clients, users, and partners who interact with TechLira through our website, products, or direct service engagements. If you are accepting on behalf of a company or organization, you confirm you have authority to bind that entity to these Terms.

2. Services Provided

TechLira offers the following services, subject to these Terms:

- Custom software design and development
- **Cloud-based POS systems and software licensing**
- **Web and mobile application development**
- **System integration, API development & IT consulting**
- **Technical support, maintenance & cloud hosting services**
- **Business technology advisory and digital transformation services**

All services are subject to a separate Service Agreement or Statement of Work. These Terms apply alongside any such agreement.

3. Payment Terms

- All fees are as quoted in the official Quotation or Invoice issued by TechLira
- **Full payment is required prior to service activation unless otherwise agreed in writing**
- **Annual renewal fees are due on or before the anniversary date each year**
- **Late payments may attract a fee of 1.5% per month on the outstanding balance**
- **All payments are non-refundable once the service has been activated and delivered**

- **TechLira reserves the right to suspend or terminate services in case of non-payment**

□ **Important: Payments made for activated services are non-refundable. Please review your requirements carefully before proceeding with payment.**

4. Client Obligations

- Provide accurate and complete information required for service delivery
- **Make timely payments as per the agreed schedule**
- **Provide timely feedback on deliverables within agreed timeframes**
- **Ensure only authorized users access any system provided by TechLira**
- **Notify TechLira promptly of any unauthorized access or security concerns**
- **Comply with all applicable laws in connection with the use of TechLira's services**
- **Not use TechLira systems for any illegal, harmful, or unauthorized purpose**

5. Intellectual Property

All software, source code, designs, systems, and related materials developed by TechLira remain the intellectual property of TechLira unless explicitly transferred in a separate written agreement.

- Clients are granted a limited, non-exclusive, non-transferable license to use the delivered product
- **Clients may not reverse-engineer, resell, sublicense, or redistribute any TechLira product**
- **TechLira-owned frameworks and tools used in delivery remain TechLira's property**
- **Custom work created specifically for a client transfers to the client upon receipt of full payment**

6. Confidentiality

Both TechLira and its clients agree to keep all proprietary, technical, and business information strictly confidential. TechLira will not sell, share, or disclose client data to any third party without prior written consent, except where required by law. This obligation survives the termination of the service relationship.

7. Limitation of Liability

TechLira's total liability shall not exceed the total fees paid by the client in the preceding 12 months. TechLira is not liable for:

- Indirect, incidental, or consequential damages of any kind
- **Loss of business, revenue, or data caused by service downtime**
- **Failures caused by third-party services, internet outages, or client hardware**
- **Damages arising from misuse or unauthorized access to TechLira systems**
- **Force majeure events including natural disasters, government actions, or pandemics**

8. Service Availability

TechLira aims for 99% uptime on all hosted services. Scheduled maintenance will be communicated at least 24 hours in advance where possible. TechLira is not responsible for outages caused by third-party hosting providers, natural disasters, or events beyond its reasonable control.

9. Termination

- Either party may terminate services with 30 days' written notice
- **TechLira may terminate immediately for material breach, non-payment, or misuse**
- **Upon termination, the client's system access will be revoked immediately**
- **Client data will be retained for 30 days post-termination before permanent deletion**
- **No refunds will be issued for services already delivered or systems already activated**

10. Amendments

TechLira reserves the right to update these Terms of Service at any time. Clients will be notified of significant changes via email or on our website at least 14 days before they take effect. Continued use of TechLira services after the effective date constitutes acceptance of the revised terms.

11. Governing Law

These Terms of Service are governed by the laws of Sri Lanka. Any disputes shall be resolved first through good-faith negotiation. If unresolved within 30 days, disputes shall proceed to mediation or arbitration, and if still unresolved, through the courts of Sri Lanka.

12. Contact Us

For questions about these Terms of Service, contact Techlira:

Email: info@techlira.lk | Phone: 074 334 7430

Address: Mawathagama, Sri Lanka | Website: www.techlira.lk

Business Hours: Monday – Saturday | 9:00 AM – 6:00 PM