

TERMS & CONDITIONS

Leo Ink

Governing the use of the Leo Ink website, software platform, subscription services, and the Leo Ink Channel Partner Programme.

Leo Ink Pvt. Ltd.

Effective Date: 18 Aug 2026

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1. Introduction & Acceptance

These Terms & Conditions ("Terms") constitute a legally binding agreement between Leo Ink Pvt. Ltd., a company incorporated under the laws of India, having its registered office at 101, B Wing, Ganesh Glory, 11, Jagatpur Rd, near BSNL Office, off Sarkhej, Gota, Ahmedabad, Gujarat 382470 ("Leo Ink", "Company", "we", "us", or "our"), and any person or business entity that accesses or uses the Leo Ink website, mobile application, or software platform (collectively, the "Service"), whether as a visitor, a registered Subscriber, an Authorized User acting on behalf of a Subscriber, or a Channel Partner.

By accessing the Website, creating an account, subscribing to the Service, signing a partner agreement, or otherwise using any part of the Service, you agree to be bound by these Terms. If you do not agree to these Terms, you must not access or use the Service.

If you are entering into these Terms on behalf of a business or other legal entity, you represent that you have the authority to bind that entity, in which case "you" refers to that entity.

These Terms apply to three categories of user, and specific sections apply to each as indicated: (a) Clients / Subscribers using the software to run their printing business, (b) Channel Partners referring or reselling the Service under the Partner Programme, and (c) all visitors to the Website generally.

2. Definitions

Term	Meaning
"Website"	www.leoink.in and any subdomains operated by the Company
"Software" or "Platform"	The Leo Ink ERP and CRM application, including the web application, mobile application, and any Super Admin or partner-facing interfaces
"Service"	The Software, together with hosting, support, updates and any related services provided by the Company
"Subscriber" or "Client"	The business entity that has registered for and pays for a subscription to the Service
"Authorized User"	Any individual granted access to the Service by a Subscriber under the Subscriber's account, including the Subscriber's owner, staff, and any user created within the Subscriber's account
"Customer Data"	All data, records and content entered, uploaded or generated by a Subscriber or its Authorized Users within the Service, including but not limited to party and vendor records, job cards, quotations, invoices, financial records, staff attendance records, and artwork files
"Channel Partner" or "Partner"	A person or entity admitted to the Leo Ink Channel Partner Programme under a separate or incorporated partner agreement, who refers or resells the Service to prospective Subscribers
"Subscription"	The paid right to access and use the Service for a defined term, at the pricing and on the plan selected by the Subscriber
"Order Form"	Any online checkout, quotation, invoice or written order confirming the Subscriber's chosen plan, pricing and term
"Content"	All text, graphics, logos, software, and other material made available on the Website or within the Service by the Company

3. Eligibility

- You must be at least 18 years of age and capable of entering into a legally binding contract under the Indian Contract Act, 1872 to use the Service.
- The Service is intended for use by businesses operating in the printing, signage, and related trades. The Company reserves the right to decline or terminate access for any account it reasonably determines is not a genuine business use of the Service.
- You are responsible for ensuring that your use of the Service complies with all applicable laws in the jurisdiction in which your business operates.

4. Description of the Service

Leo Ink is a cloud-based Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) platform built for printing businesses, covering functions including but not limited to lead management, quotation, job card management, delivery, invoicing, purchase and inventory, finance, vehicle and staff management, and reporting, as more particularly described on the Website from time to time.

The Company may add, modify, or discontinue features of the Service at its discretion, provided that any material reduction in functionality that a Subscriber is actively paying for will be communicated in advance where reasonably practicable.

The Service is provided on a Software-as-a-Service ("SaaS") basis. No source code, object code, or copy of the Software is transferred, licensed or sold to the Subscriber. The Subscriber receives only a right to access and use the Service as set out in these Terms.

5. Account Registration & Security

- To use the Service, a Subscriber must register an account, providing accurate and complete business and contact information.
- The Subscriber's Owner account holder is responsible for creating and managing Authorized User accounts within their organisation, and for the actions taken by every Authorized User under their account.
- Each Authorized User must keep their login credentials confidential. The Subscriber is responsible for any activity that occurs under its account, whether authorised or not, except to the extent such activity results directly from the Company's failure to maintain reasonable security of the Service.
- You must notify the Company immediately at hello@leoink.in if you become aware of any unauthorised access to or use of your account.
- The Company reserves the right to suspend or terminate any account that provides false, inaccurate, or misleading registration information.

6. Subscription, Plans, Pricing & Payment

6.1 Pricing

The fees payable for the Service are as published on the Website at the time of subscription, or as stated in the applicable Order Form. The Company reserves the right to determine, revise, and change its subscription plans, pricing, user limits, branch limits, and included features at its sole discretion.

6.2 Existing Subscribers

Any change in pricing will not apply retroactively to a Subscriber's current, already-paid subscription term. Changed pricing will apply from the Subscriber's next renewal onward, and the Company will make reasonable efforts to notify Subscribers of a pricing change before their renewal falls due.

6.3 Payment Terms

- Subscription fees are payable in advance, for the term selected (annual or such other term as may be offered), unless otherwise agreed in writing.
- All fees are exclusive of applicable taxes (including GST) unless stated otherwise, and such taxes will be added to the invoice at the applicable rate.
- Payment is due on or before the date stated on the invoice or Order Form. The Company reserves the right to suspend or restrict access to the Service for accounts with overdue payment, as further described in Section 13.

6.4 Renewal

Subscriptions do not renew automatically unless the Subscriber has expressly opted into auto-renewal at the time of purchase or subsequently. Where auto-renewal is enabled, the Company will make reasonable efforts to notify the Subscriber in advance of the renewal date and the applicable renewal price.

6.5 Refunds

Except as required by applicable law, or as expressly stated in a specific promotional offer, subscription fees are non-refundable, including where a Subscriber chooses to stop using the Service before the end of a paid term. The Company may, at its sole discretion, offer a partial or full refund in exceptional circumstances, and doing so in one instance does not create an obligation to do so in any other instance.

6.6 Promotional & Introductory Offers

The Company may from time to time offer promotional pricing, founding-partner pricing, discounted introductory terms, or free trial periods. Such offers are subject to their own specific terms as communicated at the time of the offer, and the Company reserves the right to modify or withdraw any such offer for new Subscribers at any time, without affecting Subscribers who have already availed of it.

7. Customer Data & Ownership

7.1 Ownership

As between the Company and the Subscriber, the Subscriber owns all right, title and interest in and to its Customer Data. The Company claims no ownership over Customer Data.

7.2 Licence to Process

The Subscriber grants the Company a limited, non-exclusive licence to access, store, process, and transmit Customer Data solely for the purpose of providing, maintaining, supporting and improving the Service, and as otherwise described in the Privacy Policy.

7.3 Accuracy

The Subscriber is solely responsible for the accuracy, quality, legality, and appropriateness of all Customer Data entered into the Service, including data relating to the Subscriber's own customers, vendors, and staff.

7.4 Export

A Subscriber may request an export of its Customer Data at any time during an active subscription, and for a period following termination as described in Section 13.4, through the process made available within the Service or by written request to hello@leoink.in.

7.5 No Selling of Data

The Company does not sell Customer Data to third parties. Further detail on how data is collected, used, stored, and protected is set out in the separate Leo Ink Privacy Policy, which forms part of these Terms by reference.

8. Acceptable Use

You agree not to, and not to permit any Authorized User to:

- Use the Service for any unlawful purpose, or in violation of any applicable law or regulation
- Attempt to gain unauthorised access to the Service, other Subscribers' accounts or data, or the Company's systems and infrastructure
- Use any automated means, scraper, bot, or similar tool to extract data from the Service beyond what is provided through the Service's own export functionality
- Reverse engineer, decompile, or attempt to derive the source code of the Software, except to the extent such restriction is prohibited by applicable law
- Upload any content that is unlawful, infringing, defamatory, or that contains malicious code
- Use the Service to send unsolicited communications in violation of applicable law
- Resell, sublicense, or provide access to the Service to any third party otherwise than through the authorised Channel Partner Programme
- Interfere with or disrupt the integrity or performance of the Service or the data contained within it

The Company reserves the right to suspend access immediately, without prior notice, where it reasonably believes a violation of this Section poses a security risk to the Service or to other Subscribers.

9. Intellectual Property

All right, title and interest in and to the Website, the Software, the Leo Ink name and logo, and all Content (excluding Customer Data), including all associated intellectual property rights, are and will remain the exclusive property of the Company and its licensors.

Nothing in these Terms grants the Subscriber, Authorized User, or Channel Partner any right to use the Company's trademarks, logos, or brand assets except as expressly permitted under a separate written agreement, such as the Channel Partner marketing guidelines referenced in Section 14.

Any feedback, suggestions, or ideas provided to the Company regarding the Service may be used by the Company without restriction or compensation to the person providing it.

10. Third-Party Services & Integrations

The Service may integrate with or rely upon third-party infrastructure and service providers, including cloud hosting, payment processing, and communication services, engaged by the Company from time to time to operate the Service. The Company is responsible for the Service as a whole but is not responsible for outages or failures originating solely from a third-party provider's infrastructure, to the extent such outages are beyond the Company's reasonable control.

Where the Subscriber connects or uses any third-party application, service or integration in conjunction with the Service, such use is at the Subscriber's own risk, and the Company is not responsible for the practices or performance of that third party.

11. Service Availability, Support & Maintenance

11.1 Availability

The Company will use commercially reasonable efforts to make the Service available on a continuous basis, but does not guarantee uninterrupted or error-free operation. The Service is provided on an "as available" basis, except where a separate written Service Level Agreement has been agreed with a specific Subscriber.

11.2 Scheduled Maintenance

The Company may carry out planned maintenance from time to time, and will endeavour to schedule such maintenance outside of usual Indian business hours and to provide advance notice where reasonably practicable.

11.3 Support

Support is provided through the channels published on the Website, currently including email at hello@leoink.in. Support hours, response time targets, and the scope of what is covered under standard support (as distinct from paid custom development or data migration work) are as published on the Website or communicated to the Subscriber at the time of onboarding, and may be updated by the Company from time to time.

11.4 Free Training

Where the Company has represented that training for new staff is included free of charge for the duration of an active subscription, this refers to standard product training on existing features, delivered through the Company's standard training format, and does not extend to bespoke consulting, on-site training beyond what is agreed at onboarding, or training on features outside the Subscriber's subscribed plan.

12. Modifications to the Service

The Company is continuously developing the Service and may release updates, new features, and improvements at its discretion, at no additional cost to active Subscribers for features included within their subscribed plan. The Company may also introduce new modules, features or plan tiers as separately priced add-ons, which a Subscriber may choose to purchase.

The Company will not materially reduce the core functionality that a Subscriber is actively paying for during their current paid term without reasonable notice, except where required for legal, security, or regulatory reasons.

13. Term, Suspension & Termination

13.1 Term

A Subscriber's access to the Service continues for the term selected at subscription (or as renewed) unless earlier suspended or terminated under this Section.

13.2 Suspension for Non-Payment

Where a Subscriber's subscription term expires without renewal, or payment is not received when due, the Company may place the Subscriber's account into a read-only state, in which the Subscriber retains the ability to view and export existing Customer Data but cannot create, edit, or delete records, until payment is received or the account is otherwise resolved. The Company may, at its discretion, suspend access entirely for accounts significantly overdue or in cases of suspected misuse.

13.3 Termination for Cause

The Company may suspend or terminate a Subscriber's or Channel Partner's access to the Service, with or without notice, where it reasonably determines that this Agreement, the Acceptable Use provisions in Section 8, or applicable law has been materially breached.

13.4 Effect of Termination

- Upon termination or expiry of a subscription, the Subscriber's right to access and use the Service ceases.
- The Company will retain Customer Data for a period of 90 (ninety) days following termination, during which the Subscriber may request an export of its Customer Data.
- Following this 90-day period, the Company may, at its discretion, permanently delete the Subscriber's Customer Data from its systems, subject to any residual copies retained in routine backups, which will also be purged in the ordinary course.
- Sections of these Terms which by their nature should survive termination including but not limited to intellectual property, confidentiality, limitation of liability, indemnification, and governing law will survive.

14. Channel Partner / Reseller Programme Terms

SCOPE OF THIS SECTION: This section governs anyone admitted to the Leo Ink Channel Partner Programme. A Partner may also be asked to sign a separate, more detailed partner agreement covering the specifics of their tier and territory where such a separate agreement exists and conflicts with this Section, the separately signed agreement will govern for that Partner.

14.1 Eligibility & Application

Any individual or business may apply to become a Channel Partner through the process published on the Website. Admission to the Partner Programme is at the sole discretion of the Company, and the Company is under no obligation to accept any application.

14.2 Nature of Relationship

A Channel Partner is an independent contractor and not an employee, agent, joint venturer, or legal representative of the Company. Nothing in these Terms creates a partnership, employment relationship, or agency in the legal sense between the Company and any Channel Partner. A Channel Partner has no authority to bind the Company to any obligation, make any representation on the Company's behalf, or accept payment on the Company's behalf, except as may be expressly authorised in writing.

14.3 Non-Exclusivity

Unless expressly agreed otherwise in writing for a specific tier or territory, the Partner Programme is non-exclusive. The Company may appoint other Channel Partners, sell directly to customers, and operate in the same territory as any Partner.

14.4 Commission Structure

Commission tiers, rates, and territory arrangements applicable to Channel Partners are as published in the Partner Programme materials made available to applicants and Partners from time to time. As of the drafting of these Terms, the indicative structure is:

Tier	Indicative First-Year Commission	Indicative Renewal Commission
Associate	20%	8%
Gold	25%	12%
Platinum	30%	15%

FIGURES ARE INDICATIVE: These figures are indicative only, are not fixed by these Terms, and reflect the structure at the time of drafting. The clause below expressly reserves the Company's right to vary them.

The Company reserves the right to determine, revise, and change the commission structure, tier requirements, and territory arrangements at its sole discretion, at any time, by publishing an updated structure on the Website or communicating it to Partners. Any such change will apply prospectively from the date of the change and will not retroactively reduce commission already earned and payable on a completed sale made before the change took effect.

14.5 Commission Payment

- Commission is calculated on subscription fees actually received and cleared by the Company from a customer referred or sold by the Partner, and does not accrue on amounts invoiced but not collected.

- Commission is paid on the payment cycle communicated to Partners at the time of admission to the Programme, which the Company may vary with reasonable notice.
- Where a customer's subscription is refunded, cancelled within any applicable cooling-off period, or where payment is reversed for any reason, the Company reserves the right to deduct or claw back the corresponding commission from future payments due to the Partner.

14.6 Partner Obligations

- A Partner must represent the Service accurately, and must not make any claim, promise, or representation about the Service, its pricing, or its features that is not consistent with the Company's own published materials or written authorisation.
- A Partner must comply with all applicable laws in the conduct of its referral and sales activity, including any laws relating to unsolicited communication.
- A Partner must not present itself as an employee, office, or branch of the Company, and must make clear in its dealings that it is an independent partner.
- A Partner must promptly pass on to the Company any customer payment it may inadvertently receive on the Company's behalf, and must not hold itself out as authorised to collect payment unless expressly agreed in writing.

14.7 Use of Brand Assets

A Partner may use the Leo Ink name and logo solely for the purpose of marketing the Service as authorised by the Company, strictly in accordance with any brand guidelines issued by the Company, and only for the duration of their active status as a Partner. This right terminates immediately upon the Partner ceasing to be part of the Programme, at which point the Partner must cease all use of the Company's brand assets and remove them from any marketing material, website, or signage under the Partner's control.

14.8 Term & Termination of Partner Status

A Partner's participation in the Programme continues until terminated by either party. The Company may set, and may vary at its discretion, the notice period applicable to termination of a Partner's status in the Programme. As of the drafting of these Terms, the indicative notice period is 30 (thirty) days, save that the Company may terminate a Partner's status immediately, without notice, in the event of a material breach of these Terms, fraudulent conduct, misrepresentation to a customer, or conduct that the Company reasonably believes harms its reputation or that of the Service.

Upon termination of a Partner's status, commission already earned on completed sales prior to the termination date, and payable in accordance with Section 14.5, will remain payable on the Company's normal payment cycle. No further commission accrues on renewals or subsequent sales occurring after the termination date, unless expressly agreed otherwise in writing.

14.9 Confidentiality

A Partner must keep confidential any non-public information disclosed by the Company in connection with the Programme, including pricing structures, customer lists, sales materials, and business strategy, and must not use such information for any purpose other than performing its role under the Programme.

15. Warranties & Disclaimers

The Company represents that it will provide the Service with reasonable skill and care. Except as expressly stated in these Terms, the Service is provided "as is" and "as available", without warranties of any kind, whether express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement, to the maximum extent permitted by applicable law.

The Company does not warrant that the Service will be uninterrupted, error-free, or completely secure, or that all defects will be corrected, though the Company will use reasonable efforts to address reported issues in accordance with its published support process.

Nothing in this Section limits or excludes any liability that cannot lawfully be limited or excluded under applicable Indian law.

16. Limitation of Liability

To the maximum extent permitted by applicable law, in no event will the Company, its directors, officers, employees or agents be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, loss of revenue, loss of business opportunity, or loss of data, arising out of or in connection with these Terms or the use of the Service, even if the Company has been advised of the possibility of such damages.

To the maximum extent permitted by applicable law, the Company's total aggregate liability arising out of or in connection with these Terms and the Service, whether in contract, tort, or otherwise, will not exceed the total subscription fees actually paid by the affected Subscriber to the Company in the 12 (twelve) months immediately preceding the event giving rise to the claim.

Nothing in this Section excludes or limits liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited under applicable Indian law.

17. Indemnification

The Subscriber and, where applicable, the Channel Partner, agrees to indemnify and hold the Company harmless from and against any claims, liabilities, damages, losses, and expenses, including reasonable legal fees, arising out of or in connection with: (a) the Customer Data entered into the Service by the Subscriber; (b) the Subscriber's or Partner's breach of these Terms; (c) the Subscriber's or Partner's violation of any applicable law; or (d) any misrepresentation made by a Partner to a prospective customer in connection with the Service.

18. Force Majeure

Neither party will be liable for any delay or failure to perform its obligations under these Terms, other than payment obligations, resulting from causes beyond its reasonable control, including but not limited to acts of God, natural disaster, war, terrorism, riots, government action, internet or telecommunications failures, or failures of third-party hosting or infrastructure providers.

19. Governing Law & Dispute Resolution

These Terms are governed by and construed in accordance with the laws of India, without regard to conflict of law principles.

The courts at Ahmedabad, Gujarat will have exclusive jurisdiction over any dispute arising out of or in connection with these Terms, and the parties submit to the exclusive jurisdiction of such courts.

The parties agree to first attempt to resolve any dispute through good-faith negotiation, by raising the matter in writing with the other party, before initiating formal legal proceedings.

20. Notices

Any notice required to be given under these Terms will be in writing and sent to the Company at ask@leoink.in, or to the Subscriber or Partner at the email address registered on their account. Notice is deemed received on the date of sending, subject to proof of delivery where required by law.

21. Assignment

The Subscriber and Channel Partner may not assign or transfer their rights or obligations under these Terms without the Company's prior written consent. The Company may assign these Terms in connection with a merger, acquisition, or sale of substantially all of its assets, provided that the assignee agrees to be bound by these Terms.

22. Severability

If any provision of these Terms is found to be invalid or unenforceable by a court of competent jurisdiction, that provision will be limited or eliminated to the minimum extent necessary, and the remaining provisions will remain in full force and effect.

23. Entire Agreement

These Terms, together with the Privacy Policy and any Order Form or separately signed Channel Partner agreement, constitute the entire agreement between the parties regarding the Service, and supersede any prior agreements or understandings, whether written or oral, regarding the same subject matter.

24. Changes to These Terms

The Company may update these Terms from time to time. Where changes are material, the Company will make reasonable efforts to notify active Subscribers and Partners, such as by email or an in-app notice, before the change takes effect. Continued use of the Service after a change takes effect constitutes acceptance of the updated Terms. The "Effective Date" at the top of this document reflects the date the current version came into force.

25. Contact

Questions about these Terms may be directed to:

Leo Ink Pvt. Ltd.

101, B Wing, Ganesh Glory, 11, Jagatpur Rd, near BSNL Office, off Sarkhej, Gota, Ahmedabad, Gujarat 382470

Support: hello@leoink.in

Legal / General: ask@leoink.in