

# Shipping & Delivery Policy

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## 1. Scope of Delivery

Plumsoft primarily delivers software products, cloud-based solutions, and professional services. Delivery is typically carried out through digital means, unless otherwise agreed in writing.

## 2. Digital Delivery (Software & SaaS)

For software licenses, SaaS platforms, and cloud services:

- Access credentials, URLs, license keys, or activation details will be shared via registered email or customer portal.
- Delivery timelines will be communicated at the time of order confirmation or agreement.
- Service activation is subject to successful payment and completion of required onboarding formalities.

## 3. Implementation & Professional Services

For implementation, configuration, customization, and consulting services:

- Delivery is milestone-based as defined in the proposal or agreement.
- Timelines may vary depending on project scope, client dependencies, and data availability.
- Delays caused by incomplete inputs or approvals from the client will impact delivery schedules.

## 4. Physical Delivery (If Applicable)

In rare cases where physical items are involved (such as documents, media, or hardware):

- Shipping timelines and logistics partner details will be communicated separately.
- Plumsoft is not responsible for delays caused by third-party courier or logistics providers.
- Shipping charges, if applicable, will be borne by the customer unless otherwise stated.

## 5. International Delivery

For customers outside India:

- Delivery of services remains digital.
- Any applicable taxes, duties, or regulatory requirements in the destination country are the responsibility of the customer.

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## 6. Service Availability

While Plumsoft strives for high availability, delivery and access may occasionally be impacted due to maintenance, upgrades, or unforeseen technical issues. Planned maintenance windows will be communicated in advance wherever possible.

## 7. Confirmation of Delivery

Delivery is deemed complete when:

- Access credentials are shared, or
- The agreed service milestone is completed, or
- The customer acknowledges receipt of deliverables.

## 8. Support During Delivery

Plumsoft provides reasonable support during the delivery and onboarding phase to ensure smooth access and usage of products and services, as per the agreed scope.

## 9. Policy Updates

Plumsoft reserves the right to update or modify this Shipping & Delivery Policy at any time without prior notice. Changes will be effective upon posting on the website.

## 10. Contact Information

For delivery-related questions or clarifications, customers may contact Plumsoft through the details provided on the website.