

2016

GUIDLINES FOR CUSTOMERS

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ABOUT US

Gen SOFT SOLUTIONS, is a leader in providing solutions across the gamut of tax solutions. We are the dealer of "SAG INFOTECH PVT.LTD." Jaipur Our products have been consistently serving our customer's needs effectively for over last 10 years. Over 1000+ clients are professionals like Chartered Accountants, Company Secretaries, Human Resource Managers & many more have been using Gen Products modules to address their critical taxation needs.

We are here with " India's Best Income Tax Software " " Genius Software "used by More than 19000+ Professional in India.

at SAG We have consistently upgraded our Products eg. GEN INCOME-TAX, GEN BAL, GEN XBRL, GEN ROC, GEN TDS, GEN PAYROLL to keep up with the evolving needs of our Clients. Our focus and strength has been single point data entry that flows through our entire suite of applications thus ensuring integrity of data, reduction of paperwork & reduction in time spent on day to day Taxation processes to help you focus on your core needs

Our first step dealing with our wide range of software for chartered accountants, company secretaries, advocates, human resources managers, banks, different types of company's any many more

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SOFTWARE REGISTRATION

Client have two options for Software Registration (1) Offline Registration, (2) Online Registration. At the time of Registration Client will provide the Sale Details-

- CONTACT PERSON NAME
- COMPANY NAME
- ADDRESS
- CITY
- STATE
- PIN CODE
- MOBILE NOS
- PHONE NOS WITH STD CODE
- EMAIL ID
- SOFTWARE NAME
- REGISTRATION TYPE (HARDWARE LOCK / ONLINE)
- NO. OF LAN

Important Guidelines

- Activation code is very important. Therefore, you are especially instructed not to disclose this for maintaining security of the licensing of software.
- You have to provide the Company's/Owner Email ID only for Software Registration because all the information regarding the Activation or Surrender of software's will be communicated through this e-mail address only. And this email address must be alive till when you are using our software. So take care at your end that Staff Email Id is not using for Software Registration.
- Mobile number is compulsory in order to notify about the latest updates and information regarding software.
- The Client is required to fill the purchase Order Form in duplicate and retain a copy with him so as to be presented at the time of need to the company.
- Company is going to provide CD to clients at the time of Registration. Company is not going provide any other CD's to clients.

PRICES

- Prices of the Client for the Installation and Updation of the Software are specified as per Company- 2. Prices can be revised any time during the Year. Company will inform the revised Prices on its website and effected date.
- Client should take care of the fact that he/she is not paying more than MRP+taxes of any products. Clients can check the website(www.saginfotech.com) for latest MRP of all the products and can calculate the final price of the product from the link provided below:-
- Clients should always take care of the fact that they must not pay the charges which are not declared by the company in the name of software services or support, etc.
- **Company charges for software to clients for RIGHT TO USE not for SUPPORT/SERVICES of the software. Company is permitting clients to use that software for one year only so clients must remember this point for any future consequences. Company is allowing to the client to use the software Financial Year wise. So it is clarified to the client that date of purchase or updation is not counted. So it is clear in front of client that company is not committing any kind of services in the bill.**
- We charge all applicable taxes as per the Government Rules & Regulation. At the time of final billing for the purchased software current Rate of Applicable Taxes will be applicable. Company will not have entertained any amount submitted before that final billing from company's side. Client has to pay amount as per the final bill from company's side

APPLICABILITY OF SERVICE TAX AND VAT

The Finance Act -2010 and has provided that Packaged I.T. software, pre-packed in retail packages for single use, is being exempted from service tax leviable under IT Software Service, subject to specified conditions. These conditions include that either the customs duty (in case of import) or excise duty (in case of domestic production) has been paid on the entire amount received from the buyer. (Notification No.17/2010-ST and No.2/2010-ST, both dated 27th February, 2010). The notification is applicable from 27/02/2010.

View: - Exemption has been provided only if Excise is being paid if VAT paid then no exemption.

Madras High Court in case of InfoTech Software Dealers Association vs. Union of India [29STT132] The Hon'ble High Court held that though the software is goods but transaction may not amount to sale in all cases it may depend on End User License Agreement.

View :- If there is bifurcation of sale consideration between sale and right to use then Excise Duty and VAT/CST would be applicable on Sale and Service Tax.

Would be applicable on right to use otherwise on composite contract both are applicable. It is very difficult to bifurcate the Goods and Right to Use part and no norms has been notified for that so we have deemed the entire amount as Right to use and Levied the Service Tax on it. As per Rajasthan Commercial Department Software are covered under Taxable Goods. So we are charging both the Taxes. We are charging Service Tax on Software Cost and VAT/CST on Software Cost + Service Tax. (Treating Service Tax as Excise for VAT/CST Calculation)

Liability to pay Service Tax is under Section 65(105)(zzzz) of Service Tax Act.

Liability to pay VAT is under Schedule 4, Entry No. 65 (Part A, Serial No. 11) The Rajasthan Value Added Tax Act, 2003. (Page No. 21)-

(As we part of SAGINFOTECH Jaipur-VAT as per Rajasthan VAT ACT.)

BILLING AND PAYMENT

Before depositing any payments/dues to the company the Client must confirm the amount to be deposited and bank account in which they have to deposit the amount. Any mistake like submitting amount in wrong account number will be borne by client only.

- If Client wishes the billing against C Form then client must provide the C Form first.
- If any client wishes to deduct the TDS then client must sent the written mail of deduct the TDS and furnish the TDS Certificate within One Month from the Relevant Quarter end. If client is not able to furnish then company can Deactivated the Software until and unless Form is not received.
- If Client is depositing the amount and Bank Charges any amount in this regards then Client has to deposit Bank Charges also. If the amount is charged by Bank from our Bank Account then it will be treated that Client has deposited less amount. Examples of these types of transitions are Cash Deposit, ATM Deposit etc. These charges are charged by the bank transaction wise. So Client has to deposit Amount as per total Transactions. If any client deposit the Cheque or DD or PO is returned due to any reason then he has to pay the Return Charges Charged by the Bank to the Company.
- Only, after receiving the full payment Company will issue the Activation Code
- Mode of payment is also based on the source of purchase:-
- all payment will be done in the name of SOFT SOLUTIONS.
- Client has to sent the Payment details in following manner to the company mail id from his registered Email Id –
- CONTACT PERSON NAME
- COMPANY NAME
- ADDRESS
- CITY

- STATE
- PIN CODE
- MOBILE NOS
- PHONE NOS WITH STD CODE
- EMAIL ID
- SOFTWARE NAME
- REGISTRATION TYPE (HARDWARE LOCK / ONLINE)
- NO. OF LAN
- PAYMENT MODE

1. CASH DEPOSIT SLIP
2. CHEQUE DETAILS – BANK NAME OF CHEQUE DRAWN, CHEQUE NO., AMOUNT
3. ONLINE TRANSFER – NAME WHICH REFLECTED IN COMPANY BANK ACCOUNT, UTR NUMBER
4. IMPS DETAILS – IMPS NO, REFERENCE NO

DECLARATION FORMS

Company has notified the Declaration Forms for Software Surrender / Change of Email ID etc. Client should check the validity of the Form before sending to the company. Form should be properly filled up, all fields are filled, signed by the authorized person, company seal (If Applicable), no alteration in the form language and Declaration should be sent from Registered Email ID. If any changes made by the client in the form and sent to the Company, then the liability will of the Client only. Company will not be liable in that case because Client has altered in the Language of the predefined Form.

COMMITMENT TO THE CLIENT

Any verbal commitments from the employee of the company to you regarding sales, updation, price, amendments, changes in software, etc will not be entertained by the company until and unless it's not taken in written confirmation from us through email info@gen-india.com & info@saginfortech.com only.

SOFTWARE SERVICES AND SUPPORT TO THE CLIENT

If you are purchasing software from dealers-(SOFT SOLUTIONS), then complete technical and service support will be provided by the dealer. Because the main motive of company to appoint any local dealer to your area is to provide you better services and connectivity from the company.

Company (SAG INFOTECH) is not liable to give any service or technical support to the client (Please refer point no. 2.5). Still as a company we have small technical support center where we provide technical assistance to our clients but that to be matter of availability of technical support executive, availability of free phone lines etc. however Company is not bound to give any sort of technical support/service to the clients.

Now as per our HO SAG Infotech we are in the transforming phase and our office timing will be change from 1st July 2016. Company is going to 5 day week and timing will be 10:00 am to 07:00 pm however company will provide lesser support on Saturday between 10:00 am to 05:00 pm. Lesser support means there will be less availability of number of Technical Support Executives as well as no availability of Professional Staff (CA, CS) responsible to solve calculation related queries. Company office will be closed on National Holidays.

We have no Missed call facility or we will not call back to the client if client missed call to us or e-mail to us to call back. If Client has any query then client will call to us. If the company phones are busy then our existing system intimate to us and we will try to call you as soon as possible.

HARDWARE LOCK

Hardware Lock cost is extra from Installation or Updation Charges.

- Hardware Lock spoils due to any of the reasons or shifting the Registration type Hardware Lock to Online Registration then you are required to send the Lock to company for replacement. Lock replacement cost (Lock purchase price) will be applied in this case. Therefore, you have to be very cautious while handling this Lock because if it's lost then, you have to subscribe for new software and the Cost of New Software will be Chargeable at MRP of the Software.
- If you are using two software's viz. Genius & Payroll on two different systems keeping a separate lock for each & afterwards (due to any of reason) if you wish to merge in the single system then you have to Return back to the Company one Hardware Lock after holding the Final Lock in which you wish to take both the registrations and no amount will be refundable for Returning Lock.
- If you are using two software's viz. Genius & Payroll on a single system with one Hardware lock and later (due to any of reason) if you demand to use in the separate then you are required to Return back to the Company the lock and can take the replacement for two key locks after paying the cost of both the Locks and no amount will be refundable for Returning Lock.
- Client has to courier the Hardware Lock in a Separate Courier in which Hardware Lock must be single product. Before sending the courier Client has to send us a mail at info@saginfortech.com & info@gen-india.com elaborating the details of Hardware locks. After receiving the Hardware Lock Company will acknowledge the Receipt. If Company will not receive the Hardware Lock due to misplace by the Courier Company then client has to pay the New Software Registration Charges (MRP of the Software which was registered on the Hardware Lock).

SOFTWARE IS NON TRANSFERABLE

Software is not transferable it can only be registered to one client who has initially subscribed. Once a client has taken the registration in personal name and wants to transfer the software to his / her firm name then he / she has to provide some authentic documental proof in order to transfer the registration.

If client has taken the registration in the name of organization and organization has been dissolved then that software will not be transferred to the individual or others.

If a client has taken the software in his / her name and later on he quits the work then the software is not transferable to another person such as friend, relative etc.

SOFTWARE TRAINING TO CLIENTS

Company will not provide training to our all clients. So authorized person must take the demo of our software.

If client is not taking training of our software himself / herself and some staff is taking so he / she should always keep one fact in mind that if that trained staff leaves the company we may not retrain any other employee on the same software it is the sole responsibility of the client to manage the successor of the trained employee

COMMUNICATION WITH COMPANY

Client is compelled to use their registered mail-id for the communication regarding updations and registrations details. Client must send the mail to info@gen-india.com not any other mail ids. Sending mail to any other mail id and not from there registered mail id will be considered invalid. It should be take care that Client will sent the mail to the company only one mail id which is info@gen-india.com. Client will not sent any mail to any Staff or other Email ID of the Company. Client will not contact to the Company Employees personal Nos. for any assistance.

Client should take care before sending any mail to the company that Lock or Serial No, Contact Person Name and No, Details of the Query are mentioned in the mail. At the time of call to company Client will ask the name of person who has attended the call and tell the / her name and Lock or Serial No or Registered Mobile No.

CLIENT LOGIN PANEL

we provided his each and every client with a client login panel at SAG Infotech site. By accessing this login panel client can see the complete details about product, date of purchase, registration of the product, activation code, date of activation, date of updation, Validity of Software etc. And all the other useful information regarding the software and company can be accessed by this log in panel

SALE WILL NOT BE CANCELLED

Once the Activation Code will be issued Software Registration will not be cancelled even on a purchase order from any company. we will not refund the amount or convert it into our other software because we provide a elaborated demo of our each and every software before the purchase, so client is aware of our software and they can judge our software priory whether it is user friendly/useful for them or not by any means.

CONVERSION OF SOFTWARE

If any of our client is using full version of our any software and he / she wants to convert it to the lower version of same software, at the time of updation he / she has to send a mail to us or to communicate with us and we will convert his software to lower version. But client should always keep these points in mind at the time of conversion:-

- If client has taken the registration via hardware lock, then first he / she has to return that hardware back to us and after receiving that lock we will convert his / her software to lower version.
- If client has taken online registration then he / she has to surrender the registration first then we will convert his / her software to lower version.
- Once full version software is converted into lower version of same software then it cannot be converted again into full version. If client wishes to have that full version of software again he / she has to pay the installation charges of the full version of software again to the company

SUGGESTIONS

All the viable suggestions from the clients are welcome by SOFTSOLUTIONS, only if it is feasible and in favor of our maximum number of clients. Clients are requested to send one suggestion single time via mail at: - info@gen-india.com & info@saginfectech.com

Please send one suggestion only single time because company is already overloaded with suggestion of our different types of clients. If your suggestion is appropriate we will surely apply it may be it can

take some time because we are already busy in applying other suggestions that arrived to us before yours.

GRIVANCES

If any of our client is having any proper grievances for the employee & software of the company they can write to us at :- info@gen-india.com.

We will investigate the matter and if your grievances are true we will definitely take a strong action against them or we will try to solve the issue deeply.

UPDATE THE LATEST REGISTRATION DETAILS

Clients are updating us immediately if any change occurs in the information that they have provided us at the time of registration. Clients can inform us about the changes in their contact number, address etc by using the client login panel provided by the company for them.

ERRORS LIABILITY CLAUSE

Company always try to minimize the chance of errors in software, but as software is a technical product therefore errors are something which can occur any point of time therefor Company is not liable for any loss of your data, any financial loss due to our software, any calculation mistakes, any other software crashes and other similar damages by any means.