Scalex
Consult | Automate | Scale

Terms & Conditions

Effective Date: 23 September 2026 | Last Updated: 23 September 2026 | Version: 1.0

Purpose: These Terms & Conditions establish the basic rules for use of the Scalex website and provide a clear framework for customer interactions. For a paid engagement, the signed proposal, statement of work, service agreement, NDA or other written commercial document will govern the specific scope and obligations agreed between Scalex and the customer.

1. About Scalex

Scalex provides consulting and business services relating to AI automation, digital marketing, web development, professional training, business operations and related technology solutions. Specific services, deliverables, fees, timelines and commercial conditions may be agreed separately.

2. Website Use

You may use the Scalex website only for lawful purposes. You must not attempt unauthorized access, interfere with website operation, introduce malicious code, misuse website content, or use the website in a manner that violates applicable law.

3. Website Content and Information

Scalex makes reasonable efforts to keep website information useful and current. Website content is general information and may change without notice. It is not a guarantee of a particular business, financial, technical, marketing or other outcome.

4. Services and Customer Engagements

Website information does not by itself create a client engagement. For services provided to a customer, scope, deliverables, responsibilities, fees, timelines, acceptance, intellectual property, confidentiality and other commercial terms may be defined in a proposal, statement of work, service agreement, NDA or other written communication.

5. Customer Responsibilities

Customers are responsible for providing accurate information, appropriate access and timely approvals needed for the agreed work. Customers must ensure that they have the right to provide any data, content, credentials or materials supplied to Scalex and must not knowingly provide unlawful or infringing material.

6. Fees, Payments and Changes in Scope

For paid services, applicable fees and payment terms will be communicated and agreed before the relevant work begins. Work outside an agreed scope may require separate approval and may be subject to additional charges. Any refund, cancellation or rescheduling terms applicable to a specific engagement will be governed by the relevant written commercial agreement.

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7. Confidentiality and Customer Information

Scalex respects the confidentiality of customer information and business materials. Unless otherwise agreed in writing, Scalex will use confidential customer information only for the relevant engagement and legitimate supporting purposes. Scalex will not intentionally disclose confidential customer information to unrelated parties or use it for another customer's benefit without authorization, except where required by law or necessary for an authorized service provider. Specific confidentiality obligations may be strengthened through a separate NDA or service agreement.

8. No Cross-Customer Use

Scalex will not intentionally use one customer's confidential documents, data, business processes, credentials or project information as a resource for another customer's project. Customer information will be handled with reasonable separation and access controls appropriate to the engagement.

9. Third-Party Services

Scalex may use third-party platforms, hosting, email, analytics, forms, automation tools, software and other services to deliver or support its work. Third-party services remain subject to their own terms and policies. Where a third party processes customer information for Scalex, applicable confidentiality and data-protection requirements will be considered based on the service and engagement.

10. Intellectual Property

Unless otherwise agreed in writing, the Scalex website, branding, original website content, graphics, layouts and other Scalex-owned materials remain owned by or licensed to Scalex. Customer ownership and usage rights for project-specific deliverables will be governed by the applicable written agreement. Third-party software, platforms and licensed materials remain subject to their respective licenses.

11. User-Submitted Information

If you submit information through the website, you confirm that it is accurate to the best of your knowledge and that you have the right to provide it. You must not submit unlawful, defamatory, infringing, malicious or security-compromising material.

12. Privacy

Personal information submitted through the website or handled in connection with Scalex services is governed by the Scalex Privacy Policy. The Privacy Policy forms an important part of Scalex's customer-facing information-handling framework.

13. Disclaimers and Service Outcomes

The website is provided on an available basis and Scalex does not guarantee uninterrupted, error-free or completely secure operation. AI, automation, digital marketing, training and consulting services may depend on customer inputs, third-party platforms, market conditions, technology limitations and other factors. Unless expressly agreed in writing, Scalex does not guarantee a specific commercial, financial, technical, marketing or business outcome.

14. Limitation of Liability

To the extent permitted by applicable law, Scalex will not be liable for indirect, incidental, special, consequential or similar losses arising from use of the website or reliance on general website information. Liability relating to a specific paid engagement will be governed by the applicable written agreement, subject to mandatory provisions of applicable law.

15. Suspension or Refusal of Access

Scalex may restrict or suspend website access where reasonably necessary to protect the website, systems, users, confidential information or legal rights, or where use appears to violate these Terms or applicable law.

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16. Changes to These Terms

Scalex may update these Terms & Conditions when services, technology, business practices or applicable requirements change. Material updates will be reflected by revising the Last Updated date. Continued website use after publication of an updated version constitutes use subject to the updated terms to the extent permitted by applicable law.

17. Governing Law and Dispute Resolution

These Terms & Conditions are intended to be governed by the laws applicable in India, subject to mandatory legal requirements. Disputes relating to a specific customer engagement will be addressed according to the dispute-resolution and jurisdiction provisions in the applicable written agreement. If no such provision exists, the parties will seek to resolve the matter through good-faith discussion before pursuing available legal remedies.

18. Contact Information

Contact Person: Nilamadhab Mishra
Business Email: support@scalex.net.in
Personal Email: nilamadhabmishra69@gmail.com
Phone: +91-9880297858
Website: scalex.net.in

Customer Trust Principle
Scalex aims to build long-term customer relationships through transparency, confidentiality, responsible use of information, clear scope, and professional delivery. Customer information is not intentionally reused across customer engagements.

Government of India reference materials

For customer reference, Scalex provides links to official Government of India resources relevant to digital personal data protection and information security. These references do not mean that every government-specific requirement automatically applies to Scalex.

- Digital Personal Data Protection Act, 2023 — Official MeitY PDF
- Digital Personal Data Protection Rules, 2025 — Official Gazette / MeitY PDF
- CERT-In cyber security directions — Official CERT-In page

Legal review note: This document is a customer-facing business terms framework. Before publication as final legal terms, Scalex should confirm its legal entity status, actual service contracts, payment/refund practices, intellectual-property arrangements, third-party platforms, and preferred dispute jurisdiction. A qualified Indian legal professional may review the final version where appropriate.

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