

## Terms\_usage\_based

1. You are likely to buy hours in advance. You can opt for post paid monthly billing option. If not pre-paid, the highest rate will be charged.
2. We will try to get your job done by the same developer. In case he is not available we will provide another developer of the same rank.
3. You can ask for justification(s) if you think that a task has taken more than deserved hours. You can make a complaint to RP authority. In that case RP authority will inspect and arbitrate the issue.
4. We can refund money, if requested, for any un-used hours deducting 15% against the cost of both way transaction and involvement