



Terms & Conditions

1. General Provisions

1.1. These Terms & Conditions ("Terms") govern the relationship between OneCode Labs LLC ("Company", "We", "Us") and the users ("Customer", "You") who purchase or engage in any of the services provided by the Company, including but not limited to subscription-based services, custom software development, mobile and web development, DevOps services, and consulting.

1.2. By using our services, you agree to be bound by these Terms. If you do not agree, please refrain from using our services.

1.3. These Terms apply to all services provided by the Company, including software development, mobile app development, web development, DevOps services, blockchain solutions, white-label software rental, and SaaS offerings.

Name	OneCode Labs LLC
Registration number	445849324
Address	Zhiuli Shartava Avenue, N 16, Block "B", Batumi, Georgia
Email	info@oncode.ge – for general and privacy inquiries support@oncode.ge – support

2. Services and Subscriptions

2.1. Scope of Services: The Company provides software development, blockchain solutions, and related digital services under a subscription-based model ("Services").

2.2. White-Label Software Rental: The Company develops software solutions and offers them as white-label products for rent, allowing Customers to use branded software under subscription plans.

2.3. Subscription Plans: Details regarding subscription plans, pricing, and payment terms are available on our website or specified in individual service agreements.

2.4. SaaS Model: Services are provided on a Software as a Service (SaaS) basis, with payments made via invoices or direct card transactions.

3. Payment and Billing

3.1. Payment Methods: Customers may pay via invoice or by credit/debit card, depending on the selected payment method.

3.2. Billing Cycle: Payments for subscription-based services are required in advance for the chosen billing period (monthly, quarterly, or annually).

3.3. Late Payments: Failure to make timely payments may result in the suspension or termination of services.

3.4. Invoice Terms: All invoices must be settled within the specified due date mentioned in the invoice.

3.5. Automatic Renewals: In case of automatic subscription renewals, customers will be charged based on the selected billing cycle.

4. Refund Policy

4.1. Refunds are only applicable under the following conditions:

- The service was not delivered as described.
- Technical issues caused by the Company prevented the Customer from accessing the service.

4.2. Refund Requests: Requests must be submitted in writing within 7 days of the initial transaction.

4.3. Non-Refundable Cases: No refunds will be provided for partially used billing periods or after the end of the service term.

5. Cancellation and Termination

5.1. Customer Cancellation: Customers may cancel their subscription at any time through their account settings or by contacting customer support.

5.2. Effective Date of Cancellation: Cancellations take effect at the end of the current billing cycle. No refunds will be issued for unused periods.

5.3. Company Termination Rights: The Company reserves the right to terminate services if a Customer violates these Terms, fails to make payments, or engages in unlawful activities.

6. Service Availability and Modifications

6.1. Service Uptime: The Company strives to provide uninterrupted service availability but does not guarantee absolute uptime.

6.2. Service Changes: We reserve the right to modify, suspend, or discontinue any service at any time, with reasonable prior notice to Customers.

7. Limitation of Liability

7.1. The Company is not responsible for indirect, incidental, or consequential damages resulting from the use or inability to use our services.

7.2. Liability Cap: Our total liability shall not exceed the total amount paid by the Customer in the past 12 months.

8. Governing Law

8.1. These Terms are governed by the laws of Georgia.

8.2. Any disputes shall be resolved in the competent courts of Georgia.

9. Contact Information

For any inquiries regarding these Terms & Conditions, you may contact us at:

- Email: support@onecode.ge
- Phone: +995 593 535 627