



Dues Recovery Policy

Background and Objective

We at Avia Consultancy Services are committed to high standard of customer satisfaction. All the term and conditions regarding products and services by us are made clear during quoting for the same and updated T&C is available on quotation and website for customer information. In case of any queries customer is expected to make it clear by calling us or sending an email before any differences arise.

Once the quotation has been accepted and product or services are availed all the due payments as per quoted terms needs to be cleared within stipulated time mentioned in the quotation, and not exceeding 07 Days from the due date as per quotation. All payments are non-refundable unless stated specifically in quotation or bill.

Billing Policy

Product and Service terms along with Payment terms are described in the Quotation. The validity of quotation may be extended on sole discrete of Avia Consultancy Services only.

- A. Billing on payment released as per quotation immediately after processing of the quotation.
 - a. A Bill will be provided for the amount released with applicable taxes and duties details (Normally taxes are extra on Product and Services, calculated at the time of billing as per Govt. Policies)
- B. Invoice for payment to be released as per quotation before due date.
 - a. Invoice will be released for total payment as per quotation with applicable taxes and duties.
 - b. Bill will be provided for the payment released as per Invoice.
 - c. In case of changes in Taxes and Duties by Govt. the taxes on balance bill will be recalculated apart from Invoice and billed as per prevailing Govt. Rules.

Due Recovery Procedure

In case of non-payment of dues within the quoted duration:

1. Avia Consultancy Services will inform customer and request for the due payment via email/Call/Postal letter to contact details provided after 05 days of due date.
2. Invoice for the due amount will be sent by email/post/manually to the customer with applicable interest for the first month after 10 days of due date.
3. In case of services the services will not be provided until the dues are cleared for applicable duration.
4. In case of website services the website will be blocked with an appropriate message of service blocked due to non-payment for the service term as per quotation or till all the dues with interest are paid. The domain and data will not be transferred even if agreed to be transferred in original quotation till the dues are not cleared. Avia Consultancy Services reserves the rights to block the domain name for unspecified time till the dues are paid.
5. In case of product supplied, the product will be confiscated any time after 15 days of due date for payment is lapsed. The same product will be returned in the confiscated condition



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with any wear and damages due to storage to applicable parts only after the dues with interest are paid. The customer can not avail any due warranty or replacement for any damages to the confiscated/unpaid item.

6. Bill without the interest (Original due amount on due date) paid will be provided on payment of amount after due date.
7. Customer CAN NOT make any legal moves for the above conditions as the Customer agrees to these terms and conditions on availing the services after accepting the quotation or availing any service from Avia Consultancy Services on quoted terms.
8. These terms are not mentioned specifically on the quotation or bill. It is assumed that Customer read and agrees all the online terms and conditions on receipt of quotation.

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