

SERVICE LEVEL AGREEMENT

Customer Service Levels for Digital Products, Memberships & Subscriptions

Service Provider: Saptarang Ventures (OPC) Private Limited

CIN: U43900MH2023OPC413456 | **PAN:** ABMCS0620G

Registered Office: C-102, Acropolis Apartments, Thatte Nagar, Gangapur Road, Nashik – 422005, Maharashtra, India

Corporate website: <https://www.saptarang.net/>

Public SLA URL: <https://www.saptarang.net/sla/>

Document version: 1.1 | **Effective date:** 10 September 2026

Governing law: Laws of India

1. Purpose and parties

This Service Level Agreement (“SLA”) sets out the service standards that **Saptarang Ventures (OPC) Private Limited** (the “**Company**”, “we”, “us”) commits to provide to end customers (“**Customer**”, “you”) who purchase digital products, memberships, subscriptions, or other paid services on websites owned and operated by the Company (each a “**Platform**”).

This SLA is a customer-facing service commitment. It is published at <https://www.saptarang.net/sla/> and may be submitted to payment service providers (including Razorpay) as evidence of the Company’s service standards. Each Platform’s Terms of Service, Privacy Policy, and Refund / Cancellation Policy remain binding and prevail if there is any conflict with this SLA.

2. Platforms and services offered

The Company operates the following consumer and business Platforms. Paid products on each Platform are described below.

2.1 caio.ltd — <https://www.caio.ltd/>

A classifieds / local marketplace noticeboard. Users post free ads across many categories and cities. Phone numbers are protected and released only when buyer and seller both confirm a deal. The Company is not a party to the sale of goods between users.

Paid services:

- **Featured Listing** — paid promotion that elevates a listing for a fixed period (typically seven days).
- **Keyword Boost** — paid keyword / search visibility for a fixed period (typically seven days).
- Optional future: recurring promotion subscriptions (weekly/monthly auto-renew), if offered at checkout.

Support: support@caio.ltd · Refunds: <https://www.caio.ltd/refund>

2.2 nanoMani.com — <https://www.nanomani.com/>

A B2B/B2C marketplace and directory for nanotechnology products and related goods: nanomaterials, laboratory equipment, chemicals, reagents, consumables, and related services. The Company provides the marketplace technology and collects payment; sellers fulfil physical goods.

Paid services:

- **Marketplace orders** — purchase of listed products (payment collected by the Company; fulfilment by the seller).
- **Seller plans / commissions** — seller membership or plan fees and commission on completed orders, as published on the pricing page.
- **Digital items** — downloadable reports, datasets or documents where listed.
- **Memberships / subscriptions** — fixed-term or (if enabled at checkout) renewing access to tier material.

Support: admin@nanomani.com · Returns: <https://www.nanomani.com/returns>

2.3 freehug.me — <https://freehug.me/>

A social site where people share photographs and give or ask for hugs freely. Hugs and core social features are free. It is not a helpline, therapy, or clinical service.

Paid services:

- **Membership** — prepaid access for a fixed period (e.g. 1, 3, 6 or 12 months) unlocking membership features.
- **Subscriptions** — if auto-renewing membership is enabled at checkout, billing continues until cancelled under the Platform terms and this SLA §4.

Support: care@freehug.me · Refunds: <https://freehug.me/refund>

2.4 idlidu.com — <https://www.idlidu.com/>

Agent-oriented HTTP and MCP APIs providing point-in-time archives and indices of markets and web surfaces that overwrite themselves (commercial and operational facts for automated systems). Soft launch may use waitlist / manual keys until checkout is enabled.

Paid services:

- **API / MCP access plans** — time-bounded or usage-banded access via API keys.
- **Subscriptions** — monthly or annual renewing plans when offered at checkout.
- Custom / institutional arrangements may be invoiced separately.

Contact: research@idlidu.com · Refunds: <https://www.idlidu.com/legal/refund/>

2.5 apibroker.dev — <https://www.apibroker.dev/>

A curated API hub: discover APIs, subscribe, and call them with one hub key and a proxy gateway. Seed listings may originate from idlidu; idlidu remains a separate service for direct access.

Paid services:

- **Hub subscriptions / plans** — prepaid or renewing access to the hub, keys, and gateway quotas.
- Plan tiers and list prices as published on the pricing page when checkout is live.

Contact: hello@apibroker.dev · Refunds: <https://www.apibroker.dev/legal/refund/>

3. Product models covered

This SLA covers all of the following commercial models when sold by the Company:

1. **One-time / fixed-period digital purchases** (promotions, prepaid memberships, prepaid API periods).

2. **Marketplace checkout** (goods or digital items paid through the Platform).
3. **Subscriptions** — recurring billing for membership, API, hub, or promotion plans when the checkout page expressly enables auto-renewal or a subscription mandate.

4. Subscriptions — billing, renewal and cancellation

Where a product is sold as a **subscription** (recurring charge):

1. **Disclosure at checkout.** Price, billing interval (e.g. monthly / yearly), what renews, and how to cancel are shown before payment.
2. **Renewal.** Unless cancelled, the subscription renews at the end of each paid period at the then-current price shown in the Customer account or pricing page (material price increases are notified in advance where required by law).
3. **Cancellation.** The Customer may cancel auto-renewal at any time from the account / billing page, or by emailing the Platform support address. Cancellation stops *future* renewals; the current paid period usually continues until it ends, unless the Refund Policy requires otherwise.
4. **Failed renewal.** If a renewal payment fails, access may be suspended after a short grace period; the Company will not keep charging a failed mandate indefinitely.
5. **Fixed-term products without auto-renew** (current default on several Platforms) are *not* subscriptions: nothing renews and there is no stored mandate unless checkout creates one.

5. Service availability

Metric	Commitment
Platform availability (website / API edge)	Target 99.0% monthly availability, excluding scheduled maintenance and events outside the Company's reasonable control (upstream cloud, DNS, payment network, or internet outages).
Scheduled maintenance	Where practical, material windows are kept outside Indian business hours; prolonged downtime is noticed on the Platform or by email.
Payment confirmation	Successful payments are acknowledged via the payment provider and/or Company email / in-product status, typically within minutes of bank / PSP confirmation.

6. Fulfilment / activation timelines

Product type	Activation / delivery target
Listing promotions (caio.ltd)	Within 1 hour of payment confirmation; usually immediate.
Membership / subscription access (freehug.me and others)	Within 1 hour of payment confirmation; usually immediate.
API / hub plans (idlidu.com, apibroker.dev)	Keys / access within 1 business day (often sooner).
Digital downloads	Available after payment confirmation while the entitlement remains valid.
Marketplace physical goods (nanoMani.com)	Fulfilled by the seller per the listing / Shipping Policy. If a seller does not respond within 5 business days to a valid order complaint, escalate to Company support for mediation.

7. Customer support response times

Issue type	First response target (Indian business days)
Payment, refund, subscription cancel, access, safety	Within 1 business day

General product / documentation questions	Within 1–3 business days (founder-mail Platforms may be at the longer end)
---	---

Support is by the email published on each Platform. There is **no 24×7 phone desk** unless a Platform expressly sells one. Documentation is the primary self-serve surface.

8. Refunds, cancellations and chargebacks

1. Platform Refund / Cancellation (or Returns) policies are incorporated by reference.
2. Typical posture for Company-sold digital products and subscriptions:
 - Early unconditional refund windows (where offered) run from payment and may require low / no usage.
 - Subscription cancellation stops future renewals; refund of the current period follows the Platform policy.
 - Approved refunds return to the original payment method only.
 - After the Company raises a refund with the PSP: typically **7–10 working days** on Indian rails.
3. Contact Platform support with the order / payment reference before raising a chargeback.

Policy URLs: caio.ltd/refund · nanomani.com/returns · freehug.me/refund · idlidu.com/legal/refund/ · apibroker.dev/legal/refund/

9. Payments

Payments may be processed by authorised aggregators / gateways including **Razorpay** and any other provider enabled on that Platform. The Company does not store full card numbers. The legal entity that collects and refunds payments is **Saptarang Ventures (OPC) Private Limited**.

10. Data protection and security

Personal data is processed under each Platform’s Privacy Policy. The Company uses HTTPS and access controls appropriate to the Platform. Customers must keep credentials confidential.

11. Exclusions

- Outages of banks, UPI, card schemes, or the payment aggregator
- Force majeure (natural disaster, war, epidemic, government action, widespread internet failure)
- Customer device, browser, local network, or credential problems
- Third-party seller performance on marketplace listings (except mediation in §6)
- Abuse, AUP violations, fraud, chargebacks, or suspended accounts
- Beta, waitlist, or soft-launch features marked as limited

12. Grievance and escalation

1. Write first to the support email on the relevant Platform.
2. If unresolved after the §7 window, escalate by email with subject “SLA Escalation”, Platform name, and payment reference.
3. Formal legal notices: registered office above, marked for the Director.

13. Contact details

Item	Detail
Legal entity	Saptarang Ventures (OPC) Private Limited
CIN	U43900MH2023OPC413456
Registered office	C-102, Acropolis Apartments, Thatte Nagar, Gangapur Road, Nashik – 422005, Maharashtra, India

Corporate email	manish@saptarang.net
Phone	+91 98504 35137
Director	Manish Jagdish Thatte

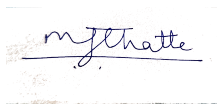
14. Changes

The Company may update this SLA by publishing a new version at <https://www.saptarang.net/sla/>. Material changes apply prospectively. Continued use of a paid service after the effective date constitutes acceptance where permitted by law.

15. Acceptance

By completing a purchase or starting a subscription on a Platform, the Customer acknowledges this SLA together with the Platform Terms, Privacy Policy, and Refund / Cancellation Policy. No wet-ink Customer signature is required for online purchases.

For Saptarang Ventures (OPC) Private Limited



Authorised Signatory: Manish

Jagdish Thatte

Designation: Director

Date: 10 September 2026

Place: Nashik, Maharashtra

— End of Service Level Agreement (v1.1) —