Taxable

POSTMAC VENTURES PRIVATE LIMITED

TERMS OF SERVICE

This document sets out the terms on which Taxable and its services are provided to you.

Document	Terms of Service
Version	2.3
Effective date	24 November 2026
Operated by	Postmac Ventures Private Limited
Registered office	3rd Floor, Orchid Center, Golf Course Road, Sector-53, Gurugram, Haryana – 122002
CIN	U66190HR2025PTC129138
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Governing law	Laws of India; courts at Gurugram

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1. DEFINITIONS AND INTERPRETATION

1.1 In these terms the following words have the meanings given to them below.

1.2 **"Account"** means the login of a User, created on sign-up or by invitation, and the settings, history and permissions attached to it.

1.3 **"Applicable Law"** means the laws of India that apply to the Service and to you, including the Information Technology Act, 2000, the Digital Personal Data Protection Act, 2023, the Central Goods and Services Tax Act, 2017 and the Income-tax Act, 1961, as amended from time to time.

1.4 **"Approval"** means the act by which a User with the right role confirms a change that an Assistant or an import has prepared, after which it becomes an entry of the books.

1.5 **"Assistant"** means the Taxable assistant built into the Service, and any AI assistant such as Claude, ChatGPT or Gemini that a User connects to a Company through the connector for AI assistants.

1.6 **"Business Day"** means a day other than a Saturday, a Sunday or a public holiday in Gurugram.

1.7 **"Company"** means a business, firm or other organisation whose books are kept in Taxable, together with its branches.

1.8 **"Connector"** means the programs that link Tally to Taxable: the Taxable Tally Connector for Windows and Connector Lite, and any later version of them.

1.9 **"Connect Plan"** means the plan called Connect Tally with AI, which opens the Connector, the connection for Assistants and the approvals screen, and billing and profile, and not the rest of the Service.

1.10 "**Customer Data**" means everything that you or your Users enter, import, upload, sync from Tally or prepare through an Assistant, including books, documents, images and personal data of other people.

1.11 "**Documentation**" means the help text, guides and pages that describe how to use the Service, including the pages for Claude, ChatGPT, Gemini, Tally and the connector.

1.12 "**Effective Date**" means the date at the top of these terms, and for you, the date you first accepted them if that is later.

1.13 "**Expert Services**" means bookkeeping, accounting, tax, filing, registration, audit-support, advisory and similar work that we or people we engage perform for you under a quote or an engagement letter, as distinct from the software.

1.14 "**Fees**" means the amounts payable for a Plan or for Expert Services, as shown on the pricing page, in a quote or in an engagement letter, exclusive of GST.

1.15 "**Intellectual Property Rights**" means copyright, trade marks, design rights, database rights, rights in software and confidential information, and all similar rights anywhere in the world.

1.16 "**Owner**" means the User who created a Company or to whom ownership of it has been transferred, and who controls its Users, Plan and billing.

1.17 "**Personal Data**" means any data about an identifiable individual, within the meaning of the Digital Personal Data Protection Act, 2023.

1.18 "**Plan**" means a subscription to the Service for a Company, with the contents, limits and periods shown on the pricing page.

1.19 "**Practice**" means the account of a firm of accountants or other advisers who manage the books of several client Companies from one login.

1.20 "**Privacy Policy**" means the policy on the Taxable website that says how Personal Data is handled.

1.21 "**Service**" means Taxable: the website, the web application, the desktop applications for Windows and Mac, the Connector, the connection for Assistants, the Documentation and, where the context requires, the Expert Services.

1.22 "**Third-Party Service**" means a product or service that is not ours, such as Tally, Google sign-in, an email provider, the GST portal or an API provider for it, a payment provider, or an Assistant that is not built in.

1.23 "**Trial**" means the free period at the start of a Company's use of the Service, described in the clause headed Free trial.

1.24 **"User"** means an individual who signs in to the Service, whether as an Owner, an invited member or an employee using the portal.

2. THE AGREEMENT

2.1 These terms are the agreement between you and Postmac Ventures Private Limited, 3rd Floor, Orchid Center, Golf Course Road, Sector-53, Gurugram, Haryana – 122002 (CIN U66190HR2025PTC129138; GSTIN 06AAPCP5039G1Z7) ("Taxable", "we", "us") for your use of Taxable. By creating an account, installing an app, connecting an assistant or otherwise using Taxable you accept them. If you do not accept them, please do not use it.

2.2 If you use Taxable for a company, a firm or anyone else, you confirm that you are allowed to bind them to these terms, and "you" then means that company, firm or person as well as you. If you use it on behalf of a client, you confirm the client has authorised you to put their records into Taxable.

2.3 These terms apply together with our privacy policy, our refund policy and our security page, which are part of the agreement. If a written engagement letter for expert services says something different about that work, the letter wins for that work only.

2.4 These terms are an electronic record under the Information Technology Act, 2000 and the rules made under it, and an electronic contract that is valid under section 10A of that Act. They do not need a physical or digital signature. You accept them once, when you sign up, by ticking the box on the sign-up form that says you have read and accept the Terms of service, the Privacy policy, the Refund policy and the Security statement. You are not asked again each time you sign in.

2.5 Headings are for convenience and do not affect meaning. The singular includes the plural and the other way round. "Including" means including without limiting. A reference to a law is to that law as amended or replaced. A reference to writing includes email and a message in the Service. If two parts of these terms conflict, the more specific one prevails over the more general one.

2.6 When you tick the box we make a record of your acceptance and keep it as evidence: the date and time (UTC, and the time on your own device), your name and email address, the version of each document and a fingerprint of its text, the sentence you accepted, your IP address and the approximate location it indicates, your browser, and the address you signed up at. You can see the record under Profile in the Service and ask us for a copy. A person who joined a Company before this record was kept, or by invitation, accepts these terms by continuing to use the Service after being told that they apply. These

terms apply to every User and every Company. If you are an Owner, you are responsible for making sure that the other Users of your Company know and follow the parts of these terms that apply to them, and you are responsible for their use of the Service.

3. WHAT TAXABLE IS

3.1 Taxable is accounting software for India. It keeps books, raises GST invoices, tracks receivables and payables, helps with GST, TDS, payroll, bank reconciliation and compliance dates, and connects to Tally. It runs in a browser and as an app for Windows and Mac.

3.2 Taxable also lets AI assistants help with your books. A built-in assistant, and the assistants you choose to connect (Claude, ChatGPT and Gemini), can read your books and prepare entries for you to approve. Taxable is an independent product and is not affiliated with, endorsed by or sponsored by Anthropic, OpenAI, Google or Tally Solutions.

3.3 Separately from the software, we offer expert services such as bookkeeping, filings, registrations and advisory work. Those are described on our services pages and are provided only under a quote or engagement that you accept. Using the software does not by itself create an engagement for services.

3.4 The Service is offered to businesses, professionals and their staff for use in the course of a business or profession. It is not offered to consumers for personal, family or household use, although consumer law applies where it cannot be excluded.

3.5 The Documentation describes how the Service is meant to be used. It is part of these terms to the extent that it describes what a feature does. A description in the Documentation or on our website of a feature is not a promise that it will work for every set of data, every version of Tally or every kind of business.

3.6 The Service is provided from India to customers in India. If you use it from elsewhere, you are responsible for complying with the law of the place you use it from, and we make no statement that it is suitable for use outside India.

4. YOUR ACCOUNT

4.1 You must give accurate details when you sign up and keep them up to date. We may ask you to verify your email address before an account is created, and an account that cannot be verified will not be created.

4.2 You are responsible for your login and for everything done under it, including by the people you invite. Keep your password private, use a strong one, and tell us promptly if you think someone else has used your account. We cannot recover a company from a password that was shared.

4.3 The person who creates a company is its owner. Owners choose who else may join, in which role (the roles are listed in Schedule 2), and which branches each person can see. Giving someone a role gives them everything that role allows, so choose roles with care and remove people when they leave.

4.4 You must be able to form a binding contract under Indian law to open an account. Taxable is meant for businesses, professionals and their staff, and is not directed at children.

4.5 You must not create an Account using another person’s identity or a false name, and you must not create more than one Account for the same real person without a good reason. We may merge or close duplicate Accounts after telling you.

4.6 You must keep your contact details current. We will send important notices, such as a payment confirmation, a change to these terms or a security alert, to the email address on your Account, and a notice sent there is treated as received when we send it.

4.7 A Practice account is held by a firm of accountants or advisers. The firm is responsible for the Companies it adds, for confirming that each client has authorised the firm to keep its books in Taxable, and for the conduct of its staff. A client’s Company belongs to the client, and when a client ends the arrangement, its Company can be passed to the client or removed from the Practice.

4.8 If a User leaves a Company, the Owner must remove that User at once. We are not responsible for what a person who still has access does with it. We may, on the Owner’s request and after reasonable checks of identity and authority, change the Owner of a Company, for example after the death or departure of the previous Owner.

4.9 We may close an Account that has not been used for a long time and that has no paid Plan, after telling you by email. Before closing it we will give you a reasonable opportunity to export your data.

5. FREE TRIAL

5.1 A new company starts with a free trial of 7 days. No card is asked for and nothing is charged automatically. During the trial the company has the features of the plan it signed up for: every feature for a platform sign-up, or the connector, assistant connection and approvals for a Connect Tally with AI sign-up.

5.2 When the trial ends, the company becomes read-only until a plan is paid for. You can still open, print and export everything; you cannot post new entries. Nothing is deleted because a trial ended.

5.3 One trial is meant for one real business. We may refuse or end a trial that is plainly being repeated to avoid paying, and we may change the length of the trial for new customers. A change never shortens a trial that has already started.

5.4 During the Trial you have the same rights and duties under these terms as a paying customer, except for payment. Customer Data entered during the Trial is kept when the Trial ends, as the clause headed Free trial says, and is there if you pay for a Plan.

5.5 We may limit use of the Trial that is clearly abusive, for example by creating Companies in large numbers or by using the Service to send bulk messages. We will tell you if we do.

6. PLANS, PRICES AND PAYMENT

6.1 Our plans, what each includes and their prices are shown on the pricing page, in Indian rupees. Prices exclude GST, which is added at the rate in force. Plans carry limits, such as the number of users and branches, and these limits apply from the day the plan starts.

6.2 Plans are prepaid for the period you choose. Platform plans are available for 1, 3, 6 or 12 months and the Connect Tally with AI plan for 1 or 12 months. Nothing renews automatically: when a period ends you choose whether to pay for another, and you are never charged for a period you did not choose.

6.3 You pay from the Billing page in Taxable by UPI or bank transfer, and we activate the plan when we have confirmed the payment. Card and net-banking payments will be added with a payment provider and, when they are, card details will be entered on the provider’s own page and will not reach us.

6.4 We may change prices and plan contents. A change applies from your next payment, never to a period you have already paid for, and we will tell you in the app or by email before it takes effect.

6.5 A Plan covers one Company, unless the pricing page says otherwise. If you keep the books of several Companies, each needs its own Plan, or you may use a Practice Plan if you are a firm of accountants or advisers.

6.6 Payment is due before the period starts. If you pay late and the Company has become read-only in the meantime, it will be opened for entries again when we have confirmed the payment. We do not charge a late fee for paying after a Plan has ended; we simply do not open the Company for entries until you pay.

6.7 A payment is confirmed when we have matched it with the invoice. You must give the invoice number or the reference we ask for when you pay by bank transfer, so that we can match it. We are not responsible for a delay caused by a payment that does not carry the reference.

6.8 If you disagree with an invoice, tell us within thirty days of the invoice date, with reasons. We will look into it promptly. Any part you do not dispute remains payable.

6.9 Prices on the pricing page are not an offer capable of acceptance by a mistake that is obvious. If a price is shown wrongly, we will tell you the right price before you pay, and you may choose not to pay.

7. TAXES AND INVOICES

7.1 For every payment we issue a GST tax invoice in the name and GSTIN you give us, so please check these before you pay. If a detail on an invoice is wrong, tell us as soon as you notice, because correcting an invoice after a return has been filed is slower for both of us.

7.2 You are responsible for your own taxes, including any tax you owe on what you do with Taxable. Where law requires you to deduct tax, such as TDS, from a payment to us, tell us before you pay and give us the certificate afterwards.

7.3 GST is charged at the rate in force on the date of the supply. If the rate or the rules change, the new rate or rules apply from the date the law says, even to a payment you have already planned.

7.4 If you are registered under GST, you can claim input tax credit on our invoices as the law allows, but that depends on your own compliance and on our having filed our returns. We file our returns as the law requires, but we are not responsible for a credit being denied because of something you did or did not do.

8. YOUR DATA AND WHAT YOU MUST DO

8.1 You own your data: the books, documents and records you put into Taxable. You give us permission to store and process them only so that we can provide Taxable to you, support you, keep it secure and meet our legal duties, as the privacy policy explains. We do not sell your data.

8.2 You are responsible for what you enter and for having the right to enter it. If your books contain personal data of your customers, suppliers or employees, you are responsible for having a lawful reason to hold it, and we process it on your behalf and on your instructions.

8.3 You can export your reports and entries whenever you like, including after a trial or plan has ended. We keep backups, but you should also keep your own copies of anything you cannot afford to lose, and you should not treat Taxable as a legal archive of original documents.

8.4 You must not put into Taxable data that you have no right to put there, data that is unlawful, or data the Service is not meant for, such as card numbers, card security codes or the credentials of a bank account that you do not own.

8.5 We act on your instructions in handling Customer Data, as the Service and the Documentation describe. By using the Service you instruct us to store it, process it for the features you use, back it up, and make it available to the Users and Assistants you authorise.

8.6 You are responsible for the accuracy of your books. The Service helps you post, calculate and report, but it cannot know whether an invoice is genuine, whether a supply is taxable or whether a deduction is allowed. You must keep original documents as the law requires, because the Service is not a substitute for them.

8.7 You may export Customer Data at any time. We will keep Customer Data while your Account is active and, after it ends, as the Privacy Policy and these terms say. We will help you get your data out in a usable form if you ask, within a reasonable time and without charging for the export features the Service already has.

9. AI ASSISTANTS, AGENTS AND APPROVALS

9.1 Agents and assistants in Taxable work as the person who asked, with that person’s role and branch access, and never with more. An assistant that is connected to your books through a connector can read what its tools allow and can only prepare changes; it cannot post an entry on its own.

9.2 Every change an assistant prepares waits in Taxable until a person with the right role approves it. The approval step is part of the software, not a promise the assistant makes. A prepared change that is not approved within an hour expires, and the assistant has to be asked again.

9.3 You are responsible for what you approve. Read what each prepared entry will do before you approve it, especially amounts, parties, dates, GST treatment and anything that changes or removes existing data. An approved entry is an entry of your books, whoever or whatever prepared it.

9.4 AI output can be wrong, incomplete or out of date. It can misread a document, misjudge a tax treatment or invent a detail. Treat it as a draft for your review and, for filings and positions that matter,

for your accountant's review. We do not guarantee that any AI output is accurate.

9.5 When you connect Claude, ChatGPT, Gemini or any other assistant, you are using that company's service under its own terms and privacy policy, and you decide what to ask it. We are not responsible for how those services work or what they do with what you send them. You can disconnect an assistant at any time from Taxable.

9.6 Assistants are tools, not advisers. They do not give legal, tax or accounting advice, and nothing an Assistant says is a statement by us that a treatment is correct. You must use your own judgement and your accountant's for anything that matters.

9.7 An Assistant works only through the tools the Service makes available to it, which are limited by the role of the person it acts for, by the Plan of the Company, and by the permission you gave when you connected it. A Company on the Connect Plan gives an Assistant a smaller set of tools than a Company on a full Plan.

9.8 Every connection of an Assistant, and what it read and prepared, is recorded in the Service. You can see and revoke each connection at any time. When you revoke a connection, the Assistant can no longer read or prepare anything, but what it prepared earlier and you approved remains in your books.

9.9 We do not guarantee that an Assistant will be available, that it will understand a request, or that it will behave in the same way each time. Its behaviour depends in part on services we do not control. We may change the tools the Service offers to Assistants, and when we remove one that you rely on we will tell you.

9.10 You must not try to make an Assistant do what the Service does not allow, for example by asking it to bypass an Approval or a role. Doing so, or encouraging others to, is a breach of these terms.

10. TALLY AND OTHER CONNECTIONS

10.1 The Tally connector runs on a computer you control and links Tally to your Taxable company with a pairing code you create. You can revoke a paired computer at any time. Sending Taxable entries into Tally (write-back) is off until you switch it on, and it is your decision and your responsibility.

10.2 Before you switch on write-back or import a large amount into Tally, take a backup of your Tally company. We test the connector against supported versions of Tally, but Tally is a separate product with its own licence, behaviour and versions, and we cannot be responsible for changes made to your Tally data.

10.3 Taxable can connect to other services you choose, such as Google sign-in, the GST portal through an API provider, email, and payment providers. Their terms apply to your use of them, and they may be unavailable or change without notice to us.

10.4 We give you a non-exclusive, non-transferable licence to download and install the Connector on computers that you control and to use it with your own Taxable Company for as long as your Plan is active. You must not copy, modify or reverse engineer it, and you must not use it to connect Companies that are not yours or your clients'.

10.5 You must have a valid licence for Tally for every computer and company you connect, and you are responsible for the terms of that licence. Taxable is not Tally and is not responsible for how Tally licenses, versions, security or data work.

10.6 The Connector reports its version to the Service. We may refuse an old version that can no longer be supported, and we will say so in the Service. You must update the Connector when we tell you that an update is needed for the Service to work correctly.

10.7 When you connect a Third-Party Service such as the GST portal through an API provider, you authorise us to use your credentials or OTP only to do what you ask. You are responsible for having the right to give that authority and for the correctness of what you file through it.

10.8 If a Third-Party Service changes, is withdrawn, or starts to charge, we may change or stop the connection to it. We will tell you in advance where we reasonably can.

11. EXPERT SERVICES

11.1 Expert services are provided only under a quote or engagement letter that sets the scope, the documents we need from you, the fee, the timeline and who does the work. We start work when you have accepted it in writing, which includes accepting by email or in the app, and when any advance fee is paid.

11.2 You must give us complete, accurate documents and information in time. Interest, penalties and late fees that arise because information was late, incomplete or wrong are yours. We prepare filings from what you give us and we file only after you have approved the final figures.

11.3 Taxable is not a firm of chartered accountants. Audits, tax audits and certificates are carried out and signed by independent practising chartered accountants who are engaged for that work, are named to you before work starts, and may disagree with the books we maintain. Their fee and engagement are part of the quoted scope.

11.4 An engagement letter or quote for Expert Services will state, as a minimum, what we will do, what we need from you, the Fee, when it is payable and the time we expect to take. A change in scope must be agreed in writing, and a change that increases the work may increase the Fee.

11.5 Expert Services are performed with reasonable skill and care by people with suitable qualifications. We cannot promise an outcome that depends on a government body, such as the acceptance of a registration, the outcome of an assessment or the timing of a refund.

11.6 You give us authority to act for you only for the work in the engagement, for example to file a return or a form on the portal you name, and only after you approve the final figures. You may withdraw that authority in writing, and withdrawing it ends the work that depends on it.

11.7 We keep your documents confidential, use them only for the engagement, and return or delete them when the engagement ends, except for copies we must keep by law or as working papers. Our people who work on an engagement are bound by confidentiality.

11.8 If an engagement requires an independent professional, such as a practising chartered accountant for an audit, tax audit or certificate, that person is engaged for that work, is named to you before it starts, and signs their own report or certificate. That person’s duties are to the law and to the person who relies on the report, not to us.

12. ACCEPTABLE USE

12.1 You must not use Taxable for anything unlawful, to keep false or misleading books, to evade tax, or to harm others. You must not upload malware, probe or attack Taxable or other customers’ data, scrape it, or place a load on it that is meant to disrupt it.

12.2 You must not share a login between people, resell or white-label Taxable without our written agreement, work around plan limits, or use an assistant or script to do anything the screens and roles would not let that person do.

12.3 We may suspend access to part or all of Taxable, with notice where we reasonably can, if your use puts Taxable, other customers or people at risk, or if you break these terms. We will restore access when the cause is fixed.

12.4 You must not use the Service to send unsolicited messages, to harvest data of others, to host content that infringes the rights of others, or to do anything that would put us in breach of the law or of our agreements with our providers.

12.5 You must not interfere with the Service or with the way it is delivered, including by testing its security without our written permission, apart from reporting a vulnerability in good faith as the security page says.

12.6 You are responsible for everything done through your Account and your Company, including by Users and by Assistants you have connected.

13. OWNERSHIP

13.1 Taxable, including its software, design, text, logos and brand, belongs to us or our licensors. While your plan is active you may use Taxable under these terms for your own business. You may not copy it, reverse engineer it, or use our name and marks without our written permission.

13.2 The names and marks of Claude, ChatGPT, Gemini, Tally and others belong to their owners and appear only to say what Taxable works with. If you send us ideas or feedback about Taxable we may use them freely, without paying you, and without taking any ownership of your data.

13.3 We grant you a non-exclusive, non-transferable right to use the Service for your own business while your Plan is active, within the limits of these terms. All rights not expressly granted are reserved to us and to our licensors.

13.4 You grant us a limited right to use Customer Data, and only so far as is needed to provide the Service to you, to keep it secure and working, to support you and to comply with the law. We do not acquire any ownership of Customer Data.

13.5 We will not use your name, logo or details as a customer in public material without your written permission.

14. CONFIDENTIALITY

14.1 Each of us may receive confidential information of the other. Confidential information is information that is marked or that a reasonable person would understand to be confidential, including Customer Data and our non-public product plans, prices and security details.

14.2 Each of us must keep the other’s confidential information secret, use it only for the purposes of this agreement, and tell only those of our people, advisers and providers who need to know and are bound to keep it confidential.

14.3 These duties do not apply to information that is public through no fault of ours, that we already had, that we get lawfully from someone else, or that we develop on our own. A party may disclose

confidential information that the law or a court requires, after telling the other if it is allowed to.

14.4 These duties continue for as long as the information remains confidential, even after the agreement ends.

15. AVAILABILITY, SUPPORT AND CHANGES

15.1 We work to keep Taxable available but we do not promise it will be uninterrupted or free of errors. We may take it down briefly for maintenance, and parts of it depend on services we do not control, such as Google Cloud, your internet connection and the services you connect.

15.2 Support is given through the app and the contact page. We will help you use Taxable, but we do not give tax, legal or accounting advice through support unless you have an engagement for it.

15.3 We improve Taxable continuously and may add, change or retire features. If we retire something you rely on in a way that matters, we will tell you in advance and give you a way to export what you need. Features marked as beta may change or stop without that notice.

15.4 We aim to give notice of planned maintenance that is likely to make the Service unavailable for more than a short time, but we may need to act at once to protect the Service. We are not liable for unavailability caused by maintenance, by our providers, by your equipment, or by events beyond our control.

15.5 We may release new versions, retire old versions, and change the Service. A change that makes the Service materially worse for a paying customer will be notified in advance, and you may end your Plan and ask for a refund under the refund policy of the part you have not been able to use.

16. FORCE MAJEURE

16.1 Neither of us is liable for a delay or failure to perform caused by an event beyond our reasonable control, including natural disaster, fire, flood, epidemic, war, riot, strike, failure of a telecommunications, power or cloud service that we do not control, a government order, or a failure of the internet.

16.2 The party affected must tell the other promptly and take reasonable steps to limit the effect. This does not excuse a payment that is due for something already received.

17. DISCLAIMERS AND LIMITS

17.1 Taxable calculates tax, TDS, payroll, reconciliations and ageing using rules built into the product. Tax law changes and your facts matter. The results are aids, not professional advice. Have your chartered accountant confirm filings and tax positions before you rely on them.

17.2 To the extent the law allows, Taxable is provided as it is, and we are not liable for indirect or consequential loss, loss of profit, loss of business, or loss of data that you could have protected with an export or backup of your own. We are also not liable for penalties or interest that result from your inputs or from a filing you approved.

17.3 To the extent the law allows, our total liability to you for all claims arising from Taxable in any period is limited to the amount you paid us for Taxable in the three months before the first claim. Nothing in these terms limits liability that the law does not allow to be limited, including for fraud.

17.4 To the extent the law allows, we give no warranty that the Service will meet your particular requirements, be uninterrupted or free from error, or produce results that are accurate, complete or fit for a filing. Terms implied by law are excluded to the extent the law allows.

17.5 Nothing in these terms limits or excludes liability for fraud or fraudulent misrepresentation, for death or personal injury caused by negligence, or for anything else that cannot be limited or excluded under Applicable Law.

17.6 You will indemnify us against loss, damage and reasonable costs that we suffer from a claim by a third party arising from your breach of these terms, from Customer Data that you had no right to put into the Service, or from your use of the Service in breach of the law. We will tell you of the claim promptly, let you conduct its defence if you wish, and give you reasonable help at your cost.

17.7 Each party must take reasonable steps to reduce any loss for which it claims against the other. A claim must be made within one year of the day the cause of it was known or should have been known, except where the law gives a longer period that cannot be shortened.

18. ENDING THE AGREEMENT

18.1 You may stop using Taxable at any time. Prepaid periods are not refundable except as our refund policy says. When you stop paying, the company becomes read-only and its data is kept so that you can come back and export it.

18.2 You can ask us to delete a company and its data. We will do so, except where we must keep records by law, for example our own invoices to you, and except that copies in backups disappear as the backups are replaced in the ordinary cycle that the privacy policy describes.

18.3 We may end or suspend your access for a serious or repeated breach of these terms, after notice where reasonable, or if the law requires. Terms that by their nature should continue, such as ownership, liability, and governing law, continue after the agreement ends.

18.4 If your Plan ends or a Trial ends without a Plan being paid for, the Company becomes read-only, as described above. You may keep using the read-only parts, and you may export. If it is still unpaid after a long time, we may contact you about closing the Company, and before deleting it we will give you notice and an opportunity to export.

18.5 On ending the agreement, your right to use the Service ends, subject to the read-only access that we allow. You must stop using the Connector and delete it from your computers if the Plan has ended and you do not intend to renew. Each party must return or delete the confidential information of the other when asked, except as the law requires them to keep it.

19. LAW, DISPUTES AND GENERAL TERMS

19.1 These terms are governed by the laws of India. The courts at Gurugram have exclusive jurisdiction, subject to any rights you have under consumer law. Before starting a proceeding, please write to us with the details so that we can try to resolve it; we will respond promptly.

19.2 We may update these terms. When a change matters we will say so in Taxable or by email, and the date at the top of the page will change. Using Taxable after a change means you accept it; if you do not, you may stop using Taxable and ask for your data.

19.3 If a part of these terms cannot be enforced, the rest still applies. A delay in enforcing a right is not a waiver of it. We are not liable for a delay or failure caused by something beyond our reasonable control. You may not transfer your rights under these terms without our consent, and we may transfer ours as part of a sale of the business with notice to you. Questions: use the contact page or Help & support in the app.

19.4 Notices to us must be sent through the contact page of our website or the Help and support section of the Service, or by post to our registered office. Notices to you are sent to the email address on your Account or shown in the Service.

19.5 This is the entire agreement between us on its subject. It replaces earlier discussions and any terms in a purchase order or similar document that you send us. A change to these terms is binding only as these terms say, or in writing signed or accepted for us by a person with authority.

19.6 A person who is not a party to this agreement has no right to enforce it. Each of us is an independent contractor; nothing makes either of us the partner, agent or employee of the other. These terms are written in English, and if they are translated, the English text prevails.

SCHEDULE 1: THE PLANS AND HOW THEIR LIMITS WORK

This schedule summarises the plans. The pricing page shows the current prices and what each plan contains, and prevails if it is more recent than this document.

Plan	For	What it opens	Periods
Starter	A small team keeping one set of books	The books, invoices, GST, TDS, reports and compliance calendar, with limits on users and branches	1, 3, 6 or 12 months
Growth	A bigger team with more branches, or Tally on the desktop	Everything in Starter, with higher limits, and the Tally connector with write-back	1, 3, 6 or 12 months
Enterprise	Groups that need more than the other plans allow	Everything in Growth, with limits agreed with us	1, 3, 6 or 12 months
Practice plans	Firms of accountants who keep clients' books	A practice login that opens each client Company, with limits on clients	1, 3, 6 or 12 months
Connect Tally with AI	A business whose books stay in Tally	The Connector, the connection for Assistants, approvals, and billing and profile	1 or 12 months

A limit, such as the number of Users or branches, is checked when you try to exceed it. If you reach a limit, the action is refused until you move to a larger Plan or remove what is over the limit. Nothing is deleted because a limit was reached.

A Company on the Connect Plan can use only the features listed for that plan. The restriction is enforced on the server, not only in the menus, and it does not limit what the Service does for you once you have approved something, such as creating an entry that an Assistant prepared.

SCHEDULE 2: ROLES

A User holds one role in a Company. The roles and their purpose are as follows. What each role may do is set in the Service and may be refined by branch.

Role	Purpose
Owner	Full control of the Company, including billing and deletion.
Admin	Full operational control except billing and deleting the Company.
Cross-Branch Manager	Reads and writes across every branch, without administering members or the Company.
Chartered Accountant	An external accountant who runs the Company’s books and compliance for the Owner, without changing billing or deleting the Company.
Branch Admin	Administrative control within the branches assigned.
Branch Manager	Runs the branches assigned day to day, without administering access.
Member	Reads, and creates and updates basic records in the branches assigned.
Employee	The employee portal only: own profile and onboarding, attendance, leave, payslips and tax. No access to the books.

SCHEDULE 3: THIRD-PARTY SERVICES THE SERVICE CAN WORK WITH

These are examples of Third-Party Services, which are governed by their own terms. Use of them is your choice.

Service	How it is used
Tally (TallyPrime, Tally.ERP 9)	Read into Taxable by the Connector; entries can be sent back when write-back is switched on.
Google sign-in	An alternative to a password for signing in.
Claude, ChatGPT, Gemini	Assistants that you connect to a Company so they can read and prepare work for your Approval.
GST portal, through an API provider	Fetching returns data and looking up GSTINs, when you connect it.
Email	Verification, reset and notice emails.
Payment providers	Collecting payments when online payment is switched on.

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