



TERMS AND CONDITIONS

Pet Grooming Management System

CYGENIX SOLUTIONS

1. INTRODUCTION

These Terms and Conditions (“Terms”) govern the use of the Pet Grooming Management System (“System”) operated by Cygenix Solutions (“Company”, “we”, “us”, or “our”).

By accessing, registering, or using the System, you (“User”, “Subscriber”, or “Customer”) agree to be legally bound by these Terms in accordance with the laws of Malaysia.

2. DESCRIPTION OF SERVICE

The System is a cloud-based Software-as-a-Service (SaaS) platform that enables pet grooming businesses to manage appointments, pet records, customer information, inventory, reporting, and automated notifications.

We reserve the right to modify, enhance, suspend, or discontinue any part of the System at our sole discretion.

3. ELIGIBILITY

Users must be at least 18 years old and legally capable of entering into binding contracts under Malaysian law. Business users warrant that they are authorized to bind their company or organization.

4. ACCOUNT REGISTRATION AND SECURITY

Users agree to:

- Provide accurate and complete information
- Maintain confidentiality of login credentials
- Notify us immediately of unauthorized access

Users are fully responsible for all activities conducted under their account.

5. SUBSCRIPTION, FEES AND PAYMENT

Paid subscriptions are billed monthly unless otherwise agreed in writing.

All fees are payable in Malaysian Ringgit (MYR).

Payments made are non-refundable except where required under the Consumer Protection Act 1999

(Malaysia).

Failure to make timely payment may result in suspension or termination of service.

6. PERSONAL DATA PROTECTION

We comply with the Personal Data Protection Act 2010 (PDPA) of Malaysia.

By using the System, Users consent to:

- Collection and processing of business and customer data
- Secure storage of such data
- Use of data strictly for operational purposes

Users are responsible for obtaining consent from their own customers before storing personal data in the System.

7. ACCEPTABLE USE POLICY

Users shall not:

- Use the System for unlawful purposes
- Upload malicious software
- Attempt unauthorized system access
- Resell, reverse engineer, or replicate the System

Violation may result in immediate termination without refund.

8. INTELLECTUAL PROPERTY RIGHTS

All software, design, branding, trademarks, and source code remain the exclusive property of Cygenix Solutions.

No rights are transferred except limited usage rights under subscription.

9. SYSTEM AVAILABILITY

We aim to provide continuous service but do not guarantee uninterrupted access.

We are not liable for downtime caused by:

- Internet disruptions
- Third-party integrations (e.g., WhatsApp APIs)
- Server maintenance
- Force majeure events

10. LIMITATION OF LIABILITY

To the fullest extent permitted by Malaysian law:

Cygenix Solutions shall not be liable for:

- Indirect or consequential damages
- Loss of profits or business interruption
- Data loss caused by user negligence
- Disputes between grooming businesses and their customers

Total liability shall not exceed the subscription fees paid in the preceding three (3) months.

11. INDEMNIFICATION

Users agree to indemnify and hold harmless Cygenix Solutions from claims, damages, or liabilities arising from misuse of the System.

12. TERMINATION

We may suspend or terminate accounts if:

- Terms are breached
- Payments are overdue
- Illegal activities are detected

Users may terminate at any time, but no refund will be issued for unused subscription periods.

13. AMENDMENTS

We reserve the right to revise these Terms at any time.
Continued use constitutes acceptance of revised Terms.

14. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of Malaysia.

Any disputes shall be subject to the exclusive jurisdiction of the courts of Malaysia.

15. CONTACT INFORMATION

Cygenix Solutions
Website: <https://cygenixsolutions.com>
Email: support@cygenix.com

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