

VOFFIO

Voffio Virtual Office Service Agreement

Detailed standard terms for business-address, virtual-office and mail-handling services.

Service provider	Merchant / tax details	Version
Scifax Technology and Publishing Private Limited Brand: Voffio	GSTIN: 33ABKCS5534M1ZX office@scifax.com	3.8.0

Registered / service address: SCIFAX-I, No. 23/3, Virudhachalam Main Road, Near BSNL Office, Menachipuram, Ulundurpet, Kallakurichi, Tamil Nadu 606107, India | Phone: +91 4149 290771 | WhatsApp: +91 81100 04106

Stamp / e-stamp print layout: The upper half of this first page is intentionally left blank so this agreement can be printed on pre-stamped or e-stamp paper where appropriate. Do not place Voffio text in that reserved area.

Important: This standard agreement is intended to document the service relationship and online acceptance process. Package-specific quotations, invoices, service orders and applicable law may add or override terms. Non-waivable statutory rights remain unaffected.

1. Parties, service order and scope

This agreement governs Voffio virtual-office, business-address, correspondence-address, mail-handling and related documentation services stated in the accepted service order, invoice or checkout selection.

The service is contractual permission to use an eligible address within the approved scope. It does not transfer ownership, leasehold, tenancy or unrestricted possession of the premises.

2. Conditional activation

Payment alone does not authorise address use. Activation requires payment clearance, successful KYC/business verification, confirmation that the location and selected plan are eligible for the requested use, acceptance of policies and any additional document reasonably required for compliance.

3. Permitted address use

The customer may use the approved address only for purposes expressly included in the active plan. Correspondence use, GST-related use, company-registration use, banking, licensing or marketplace use are separate use-cases and should not be assumed unless expressly included.

The customer must not present the address as an owned, leased or exclusive office if that would be inaccurate.

4. No government, bank or registration guarantee

Voffio does not control GST authorities, MCA/ROC, banks, payment providers, local bodies, marketplaces, licensors or other third parties. Their approvals depend on law, documents, business facts, inspections and their own procedures.

Payment for a virtual-office service is not a guarantee of GST registration, company incorporation, bank acceptance, licence approval, marketplace verification or any other third-party decision.

5. KYC, beneficial use and ongoing verification

The customer must provide accurate, current and authentic identity, entity, authorised-person and business-activity information when requested and must promptly disclose material changes relevant to the service.

Voffio may refuse or suspend activation where documentation is incomplete, inconsistent, expired, unverifiable or creates a reasonable compliance concern.

6. GST and shared premises considerations

Where the customer proposes to use shared premises for GST registration, the customer remains responsible for selecting the correct nature of possession and submitting documents appropriate to the actual facts and current portal/authority requirements.

Voffio may provide eligible premises-supporting documents included in the package but does not act as the tax authority and does not warrant that any application will be approved.

7. Mail and courier handling

Mail receipt, notification, collection, scanning, forwarding, storage period and charges depend on the selected plan. Postage, packaging, forwarding, special handling and high-volume receipt may be separately chargeable.

Illegal, hazardous, perishable, cash-like, controlled, oversized or otherwise prohibited items must not be directed to the address. Voffio may refuse, return or escalate such items as reasonably required.

8. Customer responsibilities for notices and records

The customer is responsible for monitoring communications, collecting or arranging forwarding within notified periods, maintaining current contact details and responding to government, bank, court, tax or commercial notices relating to the customer.

Voffio does not become responsible for the customer's statutory filings, deadlines, tax returns, licences or corporate compliance merely because the address is used.

9. Inspections and authority communications

If an authority or legitimate counterparty seeks to verify the premises, the customer must cooperate and provide requested business information. Any physical inspection is subject to applicable law, premises rules, safety, scheduling and the actual scope of the service.

10. Fees, taxes and additional charges

Fees and taxes are those stated at checkout or on the invoice. Optional document preparation, notarisation/stamping where applicable, courier, printing, scanning, extraordinary storage or specialist support may carry additional charges if not included.

11. Cancellation and pre-activation refund

Where cancellation is requested before activation, refund eligibility is assessed under the published policy and may take account of payment-gateway fees, verification work, document preparation or other non-recoverable costs to the extent permitted by law.

Once address authorisation/documents have been issued or the service has materially commenced, the refundable amount may differ from an unactivated order.

12. Renewal, expiry and post-termination obligations

Continued address use requires an active service term. After expiry, cancellation or termination, the customer must promptly stop representing the address as authorised and update GST/MCA/bank/vendor/website/marketplace or other external records as applicable.

Mail received after termination may be returned, refused, held for a limited period or handled under the then-applicable mail policy.

13. Suspension and termination

Voffio may suspend or terminate the service for non-payment, material breach, false KYC, unlawful or deceptive use, authority direction, serious safety/compliance concern or use outside the purchased scope, subject to applicable contractual and statutory rights.

14. Privacy, record retention and lawful disclosure

Voffio may retain KYC, service, address-use, acceptance, mail-handling and communication records as reasonably necessary for service operation, security, disputes and legal/compliance obligations.

Records may be disclosed where required by valid law, court/authority process, fraud prevention, payment disputes or other lawful grounds described in the Privacy Notice.

15. Limitation of service and liability

Voffio is not a legal, tax, accounting or company-secretarial adviser merely by providing the address service. Customers should obtain professional advice for their specific statutory use.

To the extent permitted by law, Voffio is not responsible for losses arising solely from a third party's refusal, authority decision, customer filing error, missed deadline, inaccurate customer information or external courier/network/payment failure.

16. Complaints, notices and governing framework

Customer notices and complaints should identify the order, company/customer, issue and requested resolution and be sent to info@voffio.com. Voffio may send service notices electronically to registered contact details.

Applicable Indian law and non-waivable statutory protections govern notwithstanding any inconsistent contractual wording. Package-specific signed documents may specify additional lawful dispute procedures.

Online Acceptance & Booking Record

The website checkout requires affirmative checkbox acceptance before payment. The system may retain the booking/order reference, policy version, acceptance timestamp, IP address, browser/user-agent, accepted checklist fields and a SHA-256 hash of the agreement PDF in the legal acceptance audit record.

Acceptance item	Customer confirmation
Terms of Service	☐ Accepted online before payment
Virtual Office Agreement PDF	☐ Accepted online before payment
Virtual Office KYC & Compliance Policy	☐ Accepted online before payment
Approved Address-Use Limitation	☐ Accepted online before payment
Mail/Courier Policy	☐ Accepted online before payment
Privacy Notice	☐ Accepted online before payment
Refund/Cancellation Policy	☐ Accepted online before payment
Payment Policy	☐ Accepted online before payment
Electronic Records Consent	☐ Accepted online before payment
Accuracy & Authority Confirmation	☐ Accepted online before payment

Customer / Company: _____

Order / Booking ID: _____

Date: _____ **Signature (where separately signed):** _____

Electronic acceptance can form part of the transaction record. Where a wet-ink or digital signature is additionally required for a particular use, Voffio may request a separately executed copy.