

# Terms & Conditions - KnowCode

**Effective Date:** 05/07/2024

Welcome to KnowCode, a unit of DigitalSquad LLC ("we," "our," or "us"). By accessing or using our website, products, or services (collectively, the "Services"), you agree to be bound by these Terms and Conditions ("Terms"). Please read them carefully before proceeding.

---

## 1. Acceptance of Terms

By accessing or using our Services, you confirm that you have read, understood, and agree to these Terms. If you do not agree, you must not use our Services.

---

## 2. Definitions

- **"You" or "User":** Refers to any individual or entity accessing or using our Services.
  - **"Content":** Refers to all materials, including text, images, graphics, software, and other information provided through our Services.
  - **"Services":** Includes our website, applications, design, development, digital marketing, BPO, KPO, printing, and other offerings.
- 

## 3. Eligibility

To use our Services, you must:

- Be at least 18 years old or the age of majority in your jurisdiction.
  - Have the legal authority to enter into a binding agreement.
- 

## 4. Scope of Services

We provide various professional services, including but not limited to design, development, digital marketing, business process outsourcing (BPO), knowledge process outsourcing (KPO), and printing services. The scope of each service will be defined in the specific agreement or order confirmation.

---

## 5. User Obligations

By using our Services, you agree to:

- Provide accurate and complete information when requested.
- Comply with all applicable laws and regulations.
- Use our Services only for lawful purposes and not engage in any prohibited activities, including:

- Spamming or phishing
  - Uploading malicious software or code
  - Violating the intellectual property rights of others
- 

## **6. Intellectual Property**

All intellectual property rights related to our Services, including trademarks, logos, and proprietary software, are owned by KnowCode or its licensors. Users are prohibited from:

- Reproducing, distributing, or modifying our Content without prior written consent.
  - Using our trademarks or logos without authorization.
- 

## **7. Payment Terms**

### **7.1 Fees and Charges**

- Fees for our Services will be specified in the applicable agreement or invoice.
- Payments must be made in full before the delivery of services, unless otherwise agreed upon.

### **7.2 Late Payments**

- Late payments may incur penalties or interest as outlined in the agreement.
  - We reserve the right to suspend or terminate Services for overdue accounts.
- 

## **8. Refund Policy**

Please refer to our Refund Policy for details regarding refunds, cancellations, and eligibility. Refunds will only be processed as per the conditions outlined in the Refund Policy.

---

## **9. Privacy and Data Use**

Your use of our Services is subject to our Privacy Policy and Data & Cookies Policy. By using our Services, you consent to the collection, use, and storage of your information as described in those policies.

---

## **10. Service-Specific Terms**

Certain services may have additional terms and conditions, which will be outlined in the service agreement or order confirmation. In case of conflict, those specific terms will take precedence over these general Terms.

---

## **11. Limitation of Liability**

To the fullest extent permitted by law, KnowCode and its affiliates shall not be liable for:

- Any indirect, incidental, or consequential damages arising from your use of our Services.
- Loss of data, revenue, or profits.

Our total liability shall not exceed the amount paid by you for the specific service that caused the claim.

---

## **12. Termination**

We reserve the right to suspend or terminate your access to our Services if you:

- Violate these Terms.
- Engage in fraudulent or unlawful activities.

Termination does not relieve you of any obligations to pay outstanding fees.

---

## **13. Indemnification**

You agree to indemnify and hold KnowCode harmless from any claims, damages, or expenses arising from:

- Your breach of these Terms.
  - Your use of the Services.
  - Your violation of any third-party rights.
- 

## **14. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of the State of Georgia, USA, without regard to its conflict of laws principles. Any disputes shall be resolved exclusively in the courts located in DeKalb County, Georgia.

---

## **15. Changes to These Terms**

We reserve the right to update or modify these Terms at any time. Changes will be posted on our website with an updated "Effective Date." Continued use of our Services constitutes acceptance of the revised Terms.

---

## **16. Contact Us**

If you have any questions about these Terms, please contact us:

### **KnowCode (DigitalSquad LLC)**

4108 Redan Rd. Ste. A3,  
Stone Mountain, GA - 30083

**Phone:** (404) 984-2226

**Email:** [support@knowcode.us](mailto:support@knowcode.us)