

Terms of Service

Effective Date: 1st May 2025

Last Updated: 10th August 2025

Platform: Strings Social

Welcome to **Strings Social** (“we,” “our,” or “us”). These Terms of Service (“Terms”) govern your access to and use of our mobile application, website, and related services (collectively, the “**Platform**”).

By registering, accessing, or using Strings Social, you agree to be bound by these Terms. If you do not agree, please discontinue use of the Platform.

1. Eligibility

- You must be at least **18 years of age** (or the age of majority in your jurisdiction) to use the Platform.
- You confirm you are legally capable of entering contracts and are using your **true identity**, not impersonating another individual.

2. Platform Overview

Strings Social is a **C2C + B2C hybrid marketplace** enabling users to:

- Offer services (“**Service Providers**”)
- Book services (“**Service Consumers**”)

We facilitate service discovery, listings, bookings, messaging, and payments.

However, **Strings Social does not employ, supervise, or take responsibility for the conduct of Consumers or Service Providers**. All interactions, commitments, and outcomes are the sole responsibility of the users involved.

To support safety and quality, the Platform provides community tools such as reviews, ratings, reporting mechanisms, and identity verification. **These tools are intended to assist users in making informed decisions but do not constitute a guarantee by Strings Social**. However:

- We do not employ, supervise, guarantee, or control the quality, legality, or performance of services offered on the Platform. All transactions and interactions are conducted directly between users. However, Strings Social provides various tools — including user reviews, ratings, reporting mechanisms, identity verification, and community guidelines — to enable the community itself to uphold quality, trust, and legal compliance.
- Use of the Platform is also subject to our [**Community Governance Policy**], which outlines how users collectively help maintain safety, service quality, and compliance with laws and platform standards.

3. User Accounts

- **Account Creation:** A valid account is required to access core features. You must provide accurate and updated information.
- **Security:** You are solely responsible for safeguarding your credentials. Any activity under your account will be considered your responsibility.
- **Termination:** We may suspend or terminate accounts that violate these Terms or applicable laws.

3A. Identity Verification & Single Account Policy

- All users must complete identity verification using a **valid State ID, Aadhaar, or equivalent government-issued ID**.
- We do **not store ID numbers**. Limited details (e.g., **name, gender, age**) may be retained for profile authenticity.
- **One account per person**. Duplicate, fraudulent, or impersonated accounts will be permanently blocked.
- Users suspended for violations may not re-register with alternate credentials.

4. User Responsibilities

4.a Individual Responsibility:

Users acknowledge and agree that they are solely responsible for their behaviour, communication, and services provided or received through the Platform. Any misconduct, fraud, harassment, abuse, or unlawful activity by a user is the responsibility of that individual, not Strings Social.

By using the Platform, you agree to:

- Provide truthful information and not post misleading, harmful, or illegal content.
- Respect local laws, cultural norms, and fellow users.
- Honor your service commitments (bookings, payments, cancellations).
- Refrain from:
 - Illegal, abusive, or fraudulent activities.
 - Sexually explicit, suggestive, or exploitative content/services.
 - Spam, phishing, malware, or scraping.
 - Impersonation, fake accounts, or circumvention of restrictions.

! Zero-Tolerance CSAE Policy: Any attempt to create, promote, or distribute **Child Sexual Abuse & Exploitation (CSAE)** content will result in immediate **permanent account termination** and referral to law enforcement.

4.b Community Governance:

In addition to these Terms, all users must adhere to our **Community Governance Policy**, which defines:

- Standards of conduct for Service Providers and Consumers.
- Mechanisms for reporting violations, harmful content, or misconduct.
- Rules for ratings, reviews, and dispute escalations.

- Enforcement actions (e.g., warnings, suspensions, account termination).
- The Community Governance Policy forms an integral part of these Terms. By using Strings Social, you agree to comply with both documents.

5. Service Listings & Bookings

- **In-Person Requirement:** All services listed and booked on Strings Social must be **face-to-face and in-person**. Digital services such as online coaching, webinars, remote consultations, or virtual hosting are **not permitted**. The Platform's purpose is to promote **social integration, community bonding, and real-world cohesiveness**.
- **Listing Guidelines:** Service Providers must use platform-defined templates to structure and publish their offerings. Providers can customize these templates with topics, preparation instructions, FAQs, photos, videos, certificates, and social media links to showcase credibility.
- **Content Compliance:** All uploaded media must comply with our content guidelines. Offensive, explicit, or inappropriate content may be removed, and violations may result in suspension or account termination.
- **Consumer Responsibilities:** Consumers must review service details carefully before booking. Bookings constitute a **binding agreement** between the Consumer and the Service Provider.

6. Payments & Fees

- **Deemed Supplier Model:** Strings Social operates as a deemed supplier under applicable tax and regulatory frameworks. We issue invoices to the Consumer on behalf of the Service Provider at the time of booking.
- **Upfront Charges:** Consumers pay the full service amount at the time of booking.
- **Payment Hold:** Funds are securely held by Strings Social and are not released to the Service Provider until the service is completed and acknowledged by the Consumer.
- **Provider Payouts:** Once completion is confirmed, the Service Provider receives their payout after deduction of:
 - Platform fees/commissions,
 - Applicable taxes (including GST), and
 - Transaction charges as per payment partner rules.
- **GST Filing Responsibility:**
 - For GST-registered Service Providers, the responsibility of GST filing and payment on the service amount lies solely with the Service Provider.
 - For non-registered Service Providers, Strings Social will discharge GST liability as a deemed supplier by filing and remitting applicable GST on those transactions in accordance with law.

- **Refunds & Cancellations:** Any adjustments, cancellations, or refunds are handled in accordance with our [Cancellation & Refund Policy].

7. Dispute Resolution

- Strings Social offers a **dispute resolution mechanism** for booking, payment, and service-related issues.
- Disputes are handled transparently with defined timelines and escalation pathways per our [**Dispute Resolution Policy**].

8. Content Rights

- You retain ownership of content you upload.
- By posting, you grant Strings Social a **worldwide, royalty-free license** to use, host, reproduce, and display such content for operational and promotional purposes.


9. Privacy

Use of the Platform is subject to our [**Privacy Policy**]. By using the Platform, you consent to our data practices, including storage in compliance with local and international laws.

10. Prohibited Activities

Strictly prohibited activities on the Platform include (but are not limited to):

- **Sexual or exploitative services/content** -including pornography, escorting, or sexually suggestive disguised listings.
- **Narcotics and Controlled Substances** - the sale, promotion, facilitation, or use of illegal drugs, narcotics, or controlled substances, including drug paraphernalia.
- **Spam, automation, and malware** - spam messages, bots, phishing links, scraping, viruses, or any harmful software.
- **Harassment and abuse** - harassment, defamation, threats, hate speech, or abusive behaviour towards other users.
- **Fraud and impersonation** - creating fake accounts, circumventing bans, misrepresentation, or identity theft.
- **Illegal activities** - any service or content that violates local, national, or international law.

 **Enforcement:** Violations may result in immediate and permanent account suspension, removal of content, and reporting to law enforcement authorities.

11. Platform Availability

We strive for uninterrupted service but do not guarantee availability. Downtime for maintenance or unforeseen events may occur.

12. Indemnification

You agree to defend, indemnify, and hold harmless Strings Social, its affiliates, officers, directors, employees, agents, and partners from and against any and all claims, damages, obligations, liabilities, losses, costs, and expenses (including reasonable attorney and legal fees) arising out of or related to:

- Your conduct on the Platform, including misconduct, negligence, or unlawful acts.
- Disputes between you and another user, whether Consumer or Service Provider.
- Third-party claims resulting from your services, content, or interactions through the Platform.
- Consequences (personal, social, or professional) of interactions, contracts, or relationships initiated through the Platform.
- Violation of these Terms, platform policies, or any applicable law or regulation.

Strings Social acts solely as a facilitator of service exchange and assumes no liability for user conduct, service quality, or outcomes.

13. Limitation of Liability

Strings Social provides a **facilitation platform only**. We do not control or assume responsibility for the behaviour, actions, omissions, communications, or services of any user. **All risks arising from interactions on the Platform remain solely with the Consumers and Service Providers involved.**

To the maximum extent permitted by law:

- **Exclusion of Damages:** Strings Social shall not be liable for any indirect, incidental, special, exemplary, or consequential damages, including but not limited to loss of profits, revenue, data, goodwill, personal injury, or emotional distress, even if advised of the possibility of such damages.
- **Liability Cap:** Our maximum aggregate liability for any claim arising out of or related to your use of the Platform shall not exceed the lesser of:
 - ₹5,000 INR, or
 - The total service fee (commission) actually received by Strings Social for the specific transaction giving rise to the claim.
- **No Guarantee:** Strings Social does not guarantee the quality, safety, legality, or successful completion of any service, nor the conduct of any user, and shall not be held liable for disputes, cancellations, delays, or failures arising from user actions.
- **Legal Basis Irrelevant:** These limitations apply regardless of whether the claim is based in contract, tort, negligence, strict liability, statutory duty, or any other legal theory.

14. Termination

- **By Strings Social:** We may suspend, restrict, or terminate your account or access to the Platform at any time, with or without notice, if we believe you have:
 - Violated these Terms or other platform policies,
 - Engaged in fraud, misconduct, unlawful activity, or harmful behaviour,
 - Created risk, potential liability, or safety concerns for the Platform or other users, or
 - Failed to comply with legal, regulatory, or compliance requirements.
- **By You:** You may close your account at any time by following the in-app process. Account deletion requests will be processed in accordance with our [Privacy Policy] and [Data Retention Policy].
- **Effect of Termination:**
 - Any pending or ongoing bookings, payments, or disputes at the time of termination will be handled in accordance with our [Cancellation & Refund Policy] and [Dispute Resolution Policy].
 - We may retain certain information as required for accounting, compliance, or legal obligations, even after account closure.
- **Survival:** Provisions relating to indemnification, limitation of liability, prohibited activities, dispute resolution, and governing law shall survive termination or account closure.

15. Modifications to Terms

Strings Social may amend, update, or modify these Terms at any time at its sole discretion. The most current version will always be available within the Platform or on our website.

- **User Responsibility:** It is your responsibility to review the Terms regularly to remain informed of any updates.
- **Binding Effect:** Your continued use of the Platform after changes are published constitutes your acceptance of the updated Terms.
- **Optional Notifications:** While we may, at our discretion, provide notifications of significant changes (e.g., via email, push notifications, or in-app messages), we are not obligated to do so.

16. Governing Law & Jurisdiction


These Terms shall be governed by and construed in accordance with the laws of **India**, without regard to its conflict of law principles.


All disputes, claims, or proceedings arising out of or relating to these Terms or the use of the Platform shall be subject to the **exclusive jurisdiction of the courts in Mumbai, Maharashtra, India.**


If any provision of these Terms is found to be invalid or unenforceable under applicable law, the remaining provisions shall continue in full force and effect.

17. Contact & Grievance Officer (SPOC)

For questions, concerns, or grievances:

 **Email:** complaints@exentrea.com

 **Address:** Worli, Mumbai, India

 **Grievance Officer / SPOC:** Harsidh Shah

(Responsible for handling complaints in compliance with Indian IT Rules 2021 and global data protection standards.)