



PathoGoldCloud Usage Policies

Cloud Based, Online PathoGoldCloud system

Birlamedisoft® Pvt Ltd has created these various policies to demonstrate its commitment to serve its customers. These policies are applicable to PathoGoldCloud, Cloud Based Laboratory Information System product. This LIMS systems works in Online mode (100% Internet based).

Terms & Conditions

1. Product Subscription Plans are available for 1 year duration.
2. Subscription expires after 1 year, and it must be renewed again to continue to use it.
3. Your Subscription license is not transferrable to other party.
4. Product is available on 24/7, 365 days access on www.pathogoldcloud.com
5. Your data will be available for 1 year duration from entry date. Later it will be deleted.
6. You can download your patient data locally.
7. PathoGoldCloud is copyrighted product. Any duplication, piracy of the product, copying contents is strictly prohibited. Legal action will be initiated.
8. We do not take guarantee of recovering lost data. PathoGoldCloud saves your data automatically, but we do not give any guarantee if your data is lost for any reason.
9. PathoGoldCloud is Cloud Based Access Software, Customer is allocated username and password to access this software. Customers need to provide their details (in format provided by us) to make account activation.
10. You must have min 1 MBPS, dedicated broadband internet connection.
11. **There is Not any Refund or Cancellation policy for PathoGoldCloud.** Money paid can't be refunded at All. Customer has ordered PathoGoldCloud Software only after taking the PathoGoldCloud demonstration and satisfactory performance of the product.



12. Once your account is active, our expert team will give product training to customer. Enough training, operation manual, video tutorials are available within your software panel. Customer is advised for self-learning process. Our experts will give 1-2 hrs of training to you.
13. PathoGoldCloud is self-learning software. Plenty of Videos are available to you to learn various processes.
14. PathoGoldCloud product Installation, training & after sales support is done remotely.
15. Birlamedisoft support dept is handy to resolve any issue. If your subscription is active our technical support dept takes care of providing UpToDate information about product usage, solve any issues faced by customer, provide them training to use software etc. like many activities are handled by our support dept.
16. Support is provided by taking remote access to customer computer system.
17. Our support dept works as per IST time only. Mon-Fri 9.30 AM to 6.30 PM, Saturday 10 AM to 2 PM only. Support is not available on weekly holidays (Sunday) & Public holidays. In extreme emergency, customer can contact us on email info@birlamedisoft.com, or send message on WhatsApp No +91 9011026090.
18. Customer can check by visiting our websites www.birlamedisoft.com, www.pathogold.com to get the latest contact details to reach to Birlamedisoft Sales & Support Dept.

Still if you find any queries to be answered, please, contact: Birlamedisoft Pvt Ltd at email info@birlamedisoft.com CC to Birlamedisoft@gmail.com

For further details, contact

Birlamedisoft Pvt. Ltd. An ISO 9001:2008, ISO 20000, ISO 20000 Certified Organization. ISO 27000 Certified Organization.	111, Gulmohar Centre Point, Off Pune Nagar Rd, Viman Nagar Corner, Viman Nagar, Pune 411014, INDIA. Landmark: Near Kothari Wheels Maruti Showroom, Email: info@birlamedisoft.com , birlamedisoft@gmail.com WhatsApp: +91 9011026090, 9422521434
------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- End of Document-