



## **User Guide and Agreement**

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## **Introduction**

**Youtubebulkviews.com** is serving in the Social media industry for more than 7 Years and providing a large range of Social Media Marketing services at very affordable prices at a high rate of quality and assurance of your social accounts and content safety. We have the best marketing network and modern tools to promote our users and their content in real means rather than systematic techniques e.g. Bot views which are highly discouraged. We have a strong mechanism and team to handle our customer queries and complaints and always focused to improve quality of our services so that we have more than **7000 satisfied clients** all over the world

## Document Information

### Products

#### **General Terms and Conditions**

Accepting of General Terms and Conditions is mandatory requirement for creation of buyer seller relationship irrespective of product he/she will buy in future, every user has to accept General Terms and Conditions on creating account on our website so that a user will able to proceed further

##### **1) Creation of New Account (For 1<sup>st</sup> time/fresh user)**

- a. A user is required to create account on website so he/she will be able to buy a product in future. A verification link shall be send to user's email verifying credentials and after verifying the same, account will be created and user will allow proceeding further

##### **2) Account and Login information**

- a. A user is required not to disclose login information i.e. User Name, password and email or any other information due to security reasons.
- b. A user is required to login from original IP address and avoid using proxy servers or software to hide system IP or to create scam accounts on website, as it will create ambiguity and account shall be suspended without any further intimation
- c. A user is required to create only one account at a time as multiple accounts from same IP may create ambiguity

##### **3) Product Buying**

- a. A user is required to review price of product very carefully before making payment
- b. A user is required to select quantity of order for a product according to one's need and keeping in view one's financial budget as once an order is placed, it will not be refunded except unavoidable extreme circumstances
- c. A user is required avoid to buy a product for same video / link from multiple buyers on different websites.
- d. A user is required carefully review the order link before submitting order and make sure he/she has submitted accurate link for the post which is required to be viral on social media, as once an order is submitted, it will not be changed

##### **4) Payments**

- a. A user is required to make payments from only those payment channels which our website is accepting.
- b. We don't accept payments in cash or other remittance systems like western union etc., so a user is required not to submit request to do this
- c. A user is required to make payment 100% in advance. We are not offering any credit facilities
- d. A user is required to make payment by logging in on original IP address and avoid using any proxy software as it will be create ambiguity
- e. A user is required to get knowledge from one's bank/ payment channel that one's account is authorized to make payments worldwide and eligible for e-shopping and if not, a user is required to contact first from one's bank and get the said facility and then make attempt to make payment

- f. A user is required to read out terms and conditions of one's bank / payment channel carefully before making payment
- g. A user is required to get a comprehensive knowledge to make payment for online shopping if he is first time making any payment for online shopping
- h. If a user is maintaining a bank account by which one is making payment is other than in USD currency, then a user is required to check bank's treasury rates very carefully, as once payment is made, It will not be refunded under no circumstances for this reason
- i. A user is required to make sure that one's system browser is updated and supported to payment channel link, as if payment got stuck due to this reason, user will resolve the issue at one's own end
- j. A user is required to use a payment channel which one's own singly by him/her. A user is required not to make payment through another's bank account, credit / debit card or any other channel even of his / her friend or family member.

#### **5) Delivery of Product**

- a. A user is required to have patience while completing a Turnaround Time (TAT) for a product. TAT for delivery for each product will separately be intimated to user while a systematic email will be sent to user for order confirmation
- b. Quantity of any product shall be counted from the current number at time of placement of order.

#### **Illustration for Example**

A user is buying 10,000 YouTube views for a video and at time of placement of order on our website same video has 1 view, same order will be treated as delivered /completed once views count of same video reaches to 10,001 views.

#### **6) Social Media Content**

- a. A user is required to buy product related to social media campaign on website only when the content is fully complied with graphical standards and not violating any law, regulation in any sense. (Description of same are separately described in scope limitations chapter)
- b. A user is required to keep content in public view so that it will be accessible to other users they would be able to view, like accordingly
- c. A user should keep in mind that any social media campaign is just to promote one's content and not for earning money, website is not offering any monetized views.

#### **7) Complaint Handling and Dispute Resolution**

- a. If user observes that an order is completed but not meeting criteria as committed by website, he/she will require submitting a complaint directly to our website instead of payment channel or bank.
- b. A user is required to submit only one complaint against a single issue; multiple complaints for a single issue may create duplications and cause of unnecessary delay.
- c. A user is required to keep patience while resolving of a complaint.
- d. A user is required to submit complaint with same email for which is being used to place order on website.

- e. A user is required to submit dispute through payment channel or bank only in such condition if his/her complaint remains un-attended by website management and user has informed and warned in written to website management 15 business days prior to open a dispute via payment channel and clearly mentioned in the intimation regarding opening of a dispute.

#### **8) Issuance of a Refund**

- a. If an order is on hold due to any issue at website end and website management team has informed to user regarding the issue, a user can request for a refund
- b. Once an order is started, it will not be refunded under any circumstances
- c. A user can't submit a request for completed order
- d. A user is required to submit request for a refund only from same email which has been used for placement of order and mention order id for which one is requiring for refund.

#### **9) Prices and Discounts**

- a. Pricing of products and offering of discounts are sole discretion of website management keeping in view various factors and may be revise time to time without any intimation
- b. If a user wants a special discount, he/she will require submitting a request via email for the same, by mentioning order quantity before placement of order. According to order size and user history with website, management shall decide special discount offer for a specific user one time only. If user will not buy the product with-in given timeline, offer will expire without any intimation and user has to buy product on general price.
- c. We deal directly with end buyers and don't entertain resellers and don't offer any special discount rates for them

#### **10) Warranties and Claims**

- a. A user is required to submit request for refill if an order get defective directly to website management only
- b. Website management is offering 6 months warranty to refill an order and if fails to do so, a refund in full / partial (which will be applicable) shall issue in lieu of same to user.
- c. Social media campaigns of our website are run worldwide to real users and it is not possible to force to real users not to unlike a post, video or content in future. However 6 month warranty is applicable and we will refill the order

Terms and Conditions (Product Wise)

YouTube

YouTube Views

**Scope Limitations**

### **Guarantees / Warranties of Products:**

All of our warranties / guarantees become null and void, no refund or request for a refund will be entertained under following circumstances

If content is deleted from social media website either at user end or by social media website due to any reason

If content violates terms and conditions, privacy policy of social media website

If any other content on same channel or page falls in category that violates any of policy regarding graphical violence and channel is being forcefully closed by social media website

If a user is violating terms and conditions of payment channels, bank in any sense and his / her account is suspended.

If a user is buying a social media promotional product from multiple website for same content or in past one has done the same, in case of any drop or any harmful affect to content, no request for refill or refund will be entertained in this regard

If a user submits a dispute on payment channel / bank without intimating us in written 15 business days prior to do that, account will be suspended on permanent basis and no service shall be offered in future, furthermore, warranty claim on previously purchased products by same buyer will also stand null and void

If a user access our website through a proxy server and attempts for a scam or act likely to be a scam

Responsibility of Seller

### **Data Confidentiality**

We, being a seller are bound to keep following data of our user confidential and not to share to any external party unless required by law to do so

Personal Identity Information

Contact Information

Address Information

Health Information

Financial Statements

Any other information that a user has only disclosed to us

### **Delivery of Product**

A seller is bound to deliver a product for which a buyer is being charged.

**Answer to user's query and complaints**

Its responsibility of seller to make a strong complaint resolution team which may handle its user's query and complaints

Glossary