

Terms and Conditions for WeHe / ᳵᳵᳵᳵᳵᳵ

Last Updated: November 5, 2025

1. Introduction

Welcome to WeHe / ᳵᳵᳵᳵᳵᳵ ("we", "us", "our"). These Terms and Conditions ("Terms") outline the rules and regulations for the use of our services. By placing an order with us, you ("you", "the customer") agree to be bound by these Terms.

Your use of our Services is also governed by our Privacy Policy, which can be found at our website. By agreeing to these Terms, you also agree to the terms of our Privacy Policy.

2. Our Services

We provide the following services (the "Services"):

- Source-to-Handwritten Note Conversion
- Illustrations & Diagrams
- Handwritten-to-Typed (Accurate) Transcription
- Professional Document Formatting
- Meitei-Mayek Q&A / Essay Composition
- Artistic Painting

3. User Responsibility and Use of Services

You agree that the services provided by WeHe / ᳵᳵᳵᳵᳵᳵ are intended as tools to assist you. You are solely responsible for the final use of any materials we provide. You acknowledge that you will not use our services in any way that constitutes academic dishonesty, plagiarism, or a violation of any academic or legal regulations. WeHe / ᳵᳵᳵᳵᳵᳵ provides services such as note-taking and formatting, and we are not liable for how you choose to use the resulting work.

4. Orders and Payment

4.1. Placing an Order To place an order, you must provide the necessary materials (e.g., source text, files, project requirements). You are responsible for ensuring that all information and materials provided are accurate, complete, and do not infringe on any third-party rights. We are not responsible for errors resulting from unclear or incomplete instructions.

4.2. Standard Order Payment A **minimum deposit of 50%** of the total quoted fee is required before we begin work on a standard order. The remaining 50% balance is due upon completion of the work, prior to the delivery of the final, non-watermarked files or physical product.

4.3. Rushed Order Payment A **full, non-refundable payment of 100%** of the *total quoted fee* is required before we begin work on a rushed order. This total fee includes the standard price for the service plus any applicable "Rushed Service" fees.

4.4. Payment Methods All payments must be made through the payment methods we specify at the time of the order.

4.5. Previews and Ownership We may provide you with a preview of the completed work, which may include watermarks or be in a protected format. These previews are for review purposes only. You have no right to use, distribute, or reproduce these previews in any way. All ownership and rights to use the work are transferred to you only after 100% of the agreed-upon fee has been paid.

5. Service Delivery

5.1. Standard Delivery Timeline The delivery timeline for a standard order will be **estimated and agreed upon** at the time of order confirmation. This timeline depends on the size and complexity of your order and our current workload.

5.2. Rushed Delivery Timeline A rushed order is defined by a delivery timeline that is faster than our standard turnaround. The specific expedited deadline will be agreed upon before payment and **will be subject to an additional "Rushed Service" fee.**

5.3. Revisions We include **one (1) round of minor revisions** free of charge. "Minor revisions" are defined as correcting spelling, punctuation, or small demonstrable errors made by us. Any revisions requested that deviate from the original order instructions (e.g., adding new content, changing the formatting style) will be considered "major revisions" and will be subject to an additional fee.

5.4. Delivery Format

- **Digital Files:** For services like formatting, transcriptions, or digital illustrations, the final work will be delivered as a digital file (e.g., PDF, DOCX, PNG) via our official communication channels (WhatsApp, Email, Instagram, or Facebook). We prefer to use WhatsApp Business or Email for final delivery.
- **Physical (Hard Copy) Work:** For services like handwritten notes or paintings, you may pick up the physical item from our location. Alternatively, we can arrange for delivery for an **additional fee.** This delivery fee will be based on the delivery distance and must be paid by you before dispatch.

6. Cancellation and Refund Policy

6.1. Cancellation of Standard Orders You may cancel a standard order for a **full refund** of your deposit, provided you contact us within **24 hours** of placing the order. If you cancel after 24 hours, your 50% deposit is **non-refundable** as work will have commenced.

6.2. Cancellation of Rushed Orders **No cancellation is allowed** for rushed orders. Due to the immediate start of work, the 100% payment (as defined in Section 4.3) is non-refundable as soon as the order is confirmed.

6.3. Refund Policy

- **NO REFUNDS** will be issued for any service where work has already started (i.e., after the 24-hour cancellation window for standard orders or immediately for rushed orders).
- **NO REFUNDS** will be issued for services that have been completed and delivered.
- We reserve the right, at our sole discretion, to issue a refund or credit in exceptional circumstances.

7. Intellectual Property

