

# **TERMS AND CONDITIONS**

## **GLORYA BEAUTY SERVICE PRIVATE LIMITED**

**Last Updated: 31st March, 2026**

### **## 1. INTRODUCTION :**

These Terms and Conditions (“Terms”) govern your use of the website <https://www.glorya.in> and the Glorya mobile application (collectively, the “Platform”), operated by Glorya Beauty Service Private Limited, a company incorporated under the Companies Act, 2013, with its registered office in New Delhi, India (“Glorya”, “we”, “us”, or “our”).

By accessing or using our Platform and services, you agree to be legally bound by these Terms, our Privacy Policy, and any additional policies issued by us from time to time.

If you do not agree, please do not use the Platform.

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### **## 2. NATURE OF SERVICES :**

Glorya is a technology platform that connects customers with independent beauty and wellness professionals (“Service Professionals”).

Glorya does not provide services directly and is not responsible for the execution of services.

Service Professionals are independent contractors, not employees, agents, or partners of Glorya.

Glorya performs onboarding and basic verification; however, we do not guarantee quality, safety, or suitability of any Service Professional.

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### **## 3. ELIGIBILITY:**

You must be at least 18 years old to use the Platform.

You agree to provide accurate and complete information while creating your account.

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### **## 4. BOOKINGS :**

Services can be booked through the Platform based on availability.

Booking confirmation will be shared via app, SMS, or email.

Glorya may assign or replace a Service Professional if required.

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### **## 5. PRICING & PAYMENTS :**

Prices are displayed at the time of booking.

Final charges may include:

Additional services

Material costs

Convenience/platform fees

Applicable taxes

## **## 6. PAYMENT MODES :**

UPI, cards, wallets, net banking, or cash (if available)

Glorya acts as a collection agent for Service Professionals.

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## **## 7. CANCELLATION & RESCHEDULING :**

Free cancellation allowed up to a defined time before service (as shown on app).

Late cancellations or no-shows may attract a fee.

Rescheduling is allowed before the cutoff time; after that, charges may apply.

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## **## 8. REFUND POLICY :**

Refunds may be provided in cases such as:

Service not delivered

Verified poor service quality

Cancellation by Service Professional

Duplicate or failed payments

All refund requests must be raised within 48 hours of service.

Refunds will be processed at Glorya's discretion in compliance with applicable laws.

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## **## 9. SAFETY & HYGIENE :**

Service Professionals are expected to follow hygiene and safety protocols.

Customers must provide a safe and appropriate environment for service delivery.

Any form of:

harassment

inappropriate behavior

unsafe conditions

may lead to immediate cancellation and account suspension.

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## **## 10. DAMAGE & LIABILITY :**

Customers must report any damage or issue within 48 hours.

Glorya may assist in resolution but liability is limited.

Glorya is not directly responsible for:

personal injury

allergique réactions

property damage

However, we may facilitate dispute resolution on a best-effort basis.

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## **## 11. USER CONDUCT :**

You agree NOT to:

- Misbehave or harass Service Professionals
- Discriminate based on caste, religion, gender, etc.
- Book services for illegal purposes
- Bypass the platform to hire professionals directly

Violation may result in:

Account suspension or permanent ban

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## **## 12. USER CONTENT & REVIEWS :**

You may post reviews and feedback.

You grant Glorya rights to use such content for:

- Marketing quality improvement
- Fake or misleading reviews may be removed.

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## **## 13. INTELLECTUAL PROPERTY :**

All content on the Platform (logo, brand name, design, etc.) belongs to Glorya.

### **You may NOT:**

- Copy or misuse branding
- Impersonate Glorya
- Use content without permission

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## **## 14 THIRD-PARTY SERVICES**

The Platform may include third-party services.

Glorya is not responsible for third-party performance or policies.

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## **## 15. LIMITATION OF LIABILITY**

To the maximum extent permitted by law:

Glorya shall not be liable for:

- service quality issues
- damages caused by professionals
- indirect or consequential losses

Total liability (if any) shall not exceed:

**₹5000**, or the service fee, whichever is lower

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## **## 16. INDEMNITY :**

You agree to indemnify Glorya against any claims arising due to:  
misuse of platform  
violation of these Terms  
illegal activity through your account

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## **## 17. TERMINATION :**

Glorya may suspend or terminate your account:  
for violation of Terms  
abusive behavior  
legal or business reasons

You may also deactivate your account anytime.

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## **## 18. GOVERNING LAW & DISPUTES :**

These Terms are governed by Indian law.  
Courts in New Delhi shall have jurisdiction.  
Disputes will be resolved via arbitration under the Arbitration and Conciliation Act, 1996.

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## **## 19. GRIEVANCE REDRESSAL :**

For complaints or support, contact:

✉ [glorya.india@gmail.com](mailto:glorya.india@gmail.com)

We aim to resolve issues within timelines prescribed by law.

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## **## 20. FORCE MAJEURE :**

Glorya is not liable for delays caused due to events beyond control such as:  
natural disasters  
strikes  
government restrictions

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## **## 21. CHANGES TO TERMS :**

Glorya may update these Terms at any time. Continued use of the Platform means you accept the updated Terms.

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By using Glorya, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.