

— LEGAL DOCUMENT —

Service Agreement

The binding contract between Nri.estate and the Customer

Last updated: 24 May 2026
Effective: 24 May 2026

Parties to this agreement

Service Provider

Item	Details
Name	Nri.estate
Operated by	[Your Legal Entity Name]
Address	[Your registered Punjab business address]
GST Number	[Your GST number]
Authorised signatory	[Your Name], Founder

Customer

Item	Details
Full name	-----
Address abroad	-----
Country of residence	-----
Phone (with country code)	-----
Email	-----
Government ID (passport / PAN)	-----

1. Property covered

Field	Details
Full property address	-----
City and PIN code	-----
Property type	Independent house / Flat / Villa / Land
Approximate size (sq ft)	-----
Ownership documents reviewed	Sale deed / Registry / Title / Other: _____
Approximate property value	₹ _____ (for insurance reference)
Current occupancy	Vacant / Tenant occupied / Family occupied

2. Plan selected

Field	Details
Plan name	Home Watch / Family Care / Estate Care / NRI Protect
Annual fee (INR)	₹ _____
Onboarding fee	₹ 4,999 (one-time) / Waived
Plan start date	_____
Plan end date	_____ (12 months from start)
Payment received on	_____
Payment method	Razorpay / Stripe / Wise / Bank transfer / Other
Payment reference / transaction ID	_____

3. Services included

The Customer is entitled to all services listed in the chosen plan as published on nri.estate, plus any custom additions agreed below:

- Custom addition 1: _____
- Custom addition 2: _____
- Custom addition 3: _____

All services are subject to the Terms of Service, Privacy Policy, and Refund Policy published at nri.estate.

4. Services NOT included

- Real estate brokerage (buying or selling)
- Legal advice or court representation
- Tax or financial advisory services
- Insurance services
- Cost of repairs above ₹2,000 (requires written approval)
- Hardware costs (CCTV, sensors, smart locks)
- Government fees, stamp duty, registration charges
- Third-party professional fees (lawyers, CAs, agents)

5. Property access authorisation

The Customer hereby authorises Nri.estate to:

- Visit the Property at scheduled intervals per the chosen plan
- Take photographs, video walkthroughs, and written reports
- Hold property keys in Nri.estate's biometric-access secure safe
- Engage vetted third-party vendors for repairs and services
- Coordinate with neighbours, society/RWA, and local authorities as needed
- Make minor decisions (under ₹2,000) during genuine emergencies, with notification within 4 hours

Key holding

Keys handed over to Nri.estate: Yes No

Number of sets received: _____ Date: _____ Received by (signature): _____

6. Special instructions from Customer

Authorised representatives in India who may instruct on Customer's behalf

- Name 1: _____ Phone: _____ Relation: _____
- Name 2: _____ Phone: _____ Relation: _____

Tenant details (if applicable)

- Tenant name: _____
- Monthly rent: ₹ _____
- Rent due date: _____
- Lease end date: _____

Other special instructions

7. Communication preferences

- Primary contact: WhatsApp / Email / Phone
- Preferred contact hours (your local time): _____

- Language preference: English / Hindi / Punjabi / Other: _____
- Frequency of reports: After every visit (default) / Monthly summary / Other: _____

8. Pre-existing condition

Both parties acknowledge that an initial inspection has been (or will be) conducted, and pre-existing damages, deficiencies, or conditions are documented in a separate Initial Inspection Report dated _____.

Nri.estate is NOT liable for any pre-existing damages or deficiencies noted in the Initial Inspection Report.

9. Incorporation by reference

The following published documents are incorporated into this Agreement and form an integral part of it:

- Nri.estate Terms of Service (nri.estate/terms)
- Nri.estate Privacy Policy (nri.estate/privacy)
- Nri.estate Refund & Cancellation Policy (nri.estate/refund-policy)
- Nri.estate Disclaimer (nri.estate/disclaimer)

In case of conflict, this signed Service Agreement prevails, followed by the Terms of Service, then other policies in order listed.

10. Limitation of liability

Nri.estate's total cumulative liability under this Agreement is limited to the lesser of (a) the amount paid by the Customer in the 12 months preceding the claim, or (b) ₹10,00,000 (Indian Rupees ten lakh), as set out in Section 9.3 of the Terms of Service.

The Customer acknowledges that Nri.estate carries liability insurance up to ₹10 lakh per incident.

11. Governing law and dispute resolution

This Agreement is governed by the laws of India. Disputes will be resolved per Section 15 of the Terms of Service: direct resolution, then mediation, then binding arbitration in Jalandhar, Punjab, India.

12. Signatures

By signing below, both parties confirm they have read, understood, and agreed to this Service Agreement and all documents incorporated by reference.

For the Customer

Signature: _____

Name: _____

Date: _____

Place: _____

For Nri.estate

Signature: _____

Name: [Your Name]

Designation: Founder, Nri.estate

Date: _____

Place: Punjab, India

This document, when signed, constitutes a legally binding contract under the laws of India.

Document version 1.0 — Nri.estate Service Agreement Template