



Ztechify
Digital products & services

EFFECTIVE 27 September 2026 / ERBIL, IRAQ

Terms of Service

Ztechify is operated by Zakarya Dara Abdulkhaleq, trading as Ztechify, Erbil, Iraq. Contact: info@ztechify.com. These Terms apply to new work when accepted with a signed master agreement and client-specific project schedule.

- 1. Scope and documents.** We design and build digital products. Every project has a signed schedule naming the client, scope, deliverables, exclusions, price, timeline, acceptance tests and payment dates. If the schedule and these general Terms differ, the signed master agreement and schedule control that project. Changes outside scope need written agreement.
- 2. Client cooperation and review.** The client supplies the content, permissions, access and timely feedback needed for delivery. Up to ten minor in-scope revisions are included unless the schedule says otherwise. Additional or substantial changes require an agreed price. Acceptance is tested against the schedule, not an unspecified expectation.
- 3. Payment.** For a new project, 50% is due upfront before work begins. The remaining 50% is due when the project is completed, on the exact date or completion trigger recorded in that project's signed schedule. Final handover or deployment follows payment unless agreed otherwise. The schedule also states currency, third-party charges and payment instructions. Existing signed contracts keep their own payment terms.
- 4. Delivery, rights and publicity.** Dates depend on agreed scope, client approvals and third-party services. The schedule identifies rights transferred after payment and any reusable components or third-party licences that remain separate. We will not show a client's name, work, screenshots or results in our portfolio or marketing without that client's prior written permission. The schedule records the specific permission; silence is not consent.
- 5. Defects and annual care.** Minor in-scope defects reported within seven days of delivery are covered. New features and later third-party or client changes are not. If Ztechify continues to host, operate or support the product, an annual maintenance plan is required. The standard new plan is USD 200 per client project per year, including hosting, one domain renewal and SSL when Ztechify supplies them. Each signed schedule states that client's own service start and end dates, exact maintenance and support coverage, exclusions, support hours and response targets, renewal payment date, and what happens if it is not renewed. A different price or scope requires written agreement. Support is not unlimited. For a full independent handover, the schedule states whether maintenance is required or optional. An invoice alone does not create or renew a plan.
- 6. Confidentiality and customer data.** Each side protects confidential project

information. We do not routinely inspect a shop's or office's customer records. Authorized support accounts, platform administration, hosting, database or backup access can technically reach them; we use that access only when authorized and reasonably needed for support, maintenance or security, and limit access to what is necessary. The Privacy Policy and any separate data-processing agreement cover additional details.

7. **Cancellation.** A client may cancel in writing. Under our standard policy the 50% upfront payment and sums paid for completed or in-progress work are not refundable. Non-refundable third-party costs and earned but unpaid work remain payable. We provide completed, paid-for deliverables in the agreed format. A signed schedule may state different terms. Mandatory legal rights remain unaffected.
8. **Disputes.** Contact info@ztechify.com first to seek a direct resolution. Iraqi law governs, and unresolved disputes are brought before the competent courts in Erbil, Iraq, subject to mandatory applicable rules. Any project-specific liability cap must be in the signed agreement; these public Terms do not invent one.