

Delivery Policy

Doo shall maintain a production instance of the services within the applicable time to achieve the service levels. Doo shall deliver the services by providing the necessary technical infrastructure and maintenance services.

FOR SOFTWARE PRODUCTS

After the product is deployed, we will send a product delivery email with instructions to your designated mailbox. The information presented in the delivery email generally include links, operating documents, server information, installation packages, and etc. The increase or decrease of the information depends on the characteristics of the product.

Upon receiving an email from us regarding the product, please note that the product will be deemed to be successfully delivered. In case you do not receive an email from us with instructions upon completion of the service, you must contact us. If you do not contact us, the item(s) you purchased shall be deemed received and successfully delivered. All risk in the product shall pass to you upon delivery. From the time when the risk passes to you, we will not be liable for any losses caused. You shall exercise your due care and diligence when using the product for yourself and/or any third party.

FOR SERVICE

Upon delivery of your order, the services will be performed to you in accordance with the terms applicable to the services that you purchased. The nature of the services and the date of your purchase may impact the timing and performance of the services. The services shall be deemed to be successfully delivered to you upon performance of the services.

DELIVERY TIME

Delivery times commence from the date of receiving your payment. Delivery times is and are subject to the acceptance and approval of your order. Generally, it can be delivered within one working day after receiving your payment. We endeavour to deliver within the stipulated time frame of any order but we cannot guarantee any firm delivery dates as it is beyond our control. Date of delivery may vary due to the items ordered. We shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.