

SPECIALIST PIC SERVICES TERMS & CONDITIONS

A comprehensive specialist services terms and conditions agreement is enforceable for Career DTR Coaching (CDTRC) and Product Innovation Consultancy (PIC). Specifically the Terms & Conditions for PIC apply to “you” the individual, representative or proprietor (“the client”) and forms a contract for the PIC service (“services”) provided by Atul Nayak PhD (“the consultant”), founded by Dr Nayak.

The Client will acknowledge and agree to the following:

1. the consultant is suitably qualified and experienced in Product Innovation. The consultant’s qualification is the degree of doctor of philosophy that has strong interdisciplinary attributes with Product Innovation.
2. the consultant is CPD and Research active.
3. the consultant will fully guide you when in session during service / office hours Monday to Friday (08:00 - 20:00 hrs) by appointment only. Pre-planned holidays are taken to account and hence the client is notified.
4. the consultant is within reason to suggest or ask if the client requires more PIC services after the half hour or one hour paid session. The client has every right to decide whether to continue or decline afterwards.
5. the consultant will respect and maintain the confidentiality of all clients including prospective clients. Hence your details are never divulged or traded with any third party without your agreed consent.
6. the consultant will respect and maintain the confidentiality of your innovation plans, project and functional prototypes and anything else linked to your product innovation. A separate legally binding NDA is available.
7. the consultant may ask if you like to appear in a You Tube channel called Thinking Power to Innovation. If you are chosen to feature in it because of your occupation or talent, your consent to appear in my new You Tube video will be highly appreciated. More information provided before setting the date for videography.
8. The client will receive a Quote and Work Schedule. The client decides whether to proceed with booking and payment, and hence pay the fixed rate cost for service upfront. An invoice or receipt is available within one week of payment.
9. the consultant will inform the client of any obvious unpaid, costs upfront, 60 minutes post payment. The client will get in touch with their bank to chase up any dues to Atul Nayak PhD.
10. the consultant assists adult clients who are qualified graduates and at least 18 years old. This is because of the consultant’s background; PIC is suitable for all adults of any gender, ethnicity and religion.
11. the client may postpone a scheduled meeting within a period of 1 hours or more from the session start time. You will be able to re-book free of cost.
12. the client may cancel a scheduled meeting within a period of 4 hours or more from the session start time. You will be reimbursed your fee because ample time is given for the consultant to get that free slot booked by another client.
13. the consultant is not liable for the mistakes of any third party firm or representative to client. Any mistakes will be remedied according to the client’s representative or reputed third party’s terms and conditions.
14. the client is encouraged to give feedback on their PIC experience including customer service. Also any complaints by the client are accepted in good faith and acted upon.
15. this Agreement shall be construed in accordance with and be governed by the laws of England & Wales.