

# PIC SPECIALIST SERVICE TERMS AND CONDITIONS

The Terms & Conditions for Product Innovation Consultation (PIC) services apply to “you” the individual, buyer or client’s representative (“the client”) and forms a contract with PIC (“services”) provided by Atul Nayak PhD also known as specialist proprietor, founder, “his” or “him” (“the consultant”), founded by Dr Atul Nayak.

The client will acknowledge and agree the following:

1. the consultant operates an appointment booking service from Monday to Sunday between 08:00-20:00hrs;
2. the consultant informs the client of any future holidays via media such as website, email or word of mouth where possible. The consultant does his utmost to ensure future holidays are communicated well;
3. the consultant is a professional Product Innovator of natural or organic working products. He holds the degree of doctor of philosophy with strong interdisciplinary attributes towards Product Innovation;
4. the consultant performs his duties to the best of his ability within his focused niche. Related niche areas of the following: QC, QA, patent law, product marketing, product advertising, investment banking, business consultancy are beyond the scope of the consultant and therefore not included;
5. the consultant is specialist because his commitments are also towards CPD and Research activity;
6. the consultant is within reason to suggest or ask if the client requires more PIC services after the one hour paid session. The client makes his or her own decision on whether to continue or not;
7. the consultant will respect and maintain the confidentiality of all clients including prospective clients. Also the confidentiality of all product innovation work applies. A separate legally binding NDA is provided;
8. the client may choose to appear on a YouTube channel called Thinking Power to Innovation if he or she fits the consultant’s criteria. More details shall be available before planning any videography;
9. the client normally receives a detailed work schedule and no obligation to purchase quote. Payment is issued upfront and normally accepted online. An invoice / receipt is provided within one week of payment;
10. the consultant has the right to inform the client of unpaid costs or dues after 3 working days if the financial institution or bank handling the authorised transaction fails to respond;
11. the client enters payment arrears for unpaid dues after 5 working days. Normally this is a rare occurrence;
12. the client may postpone a scheduled meeting before 1 hour of the booked consultation time. A re-booking at no extra cost is possible;
13. the client may cancel a scheduled meeting for free, 4 hours before the booked consultation time;
14. the consultant is not liable for the errors of any third party firm or representative to client. Any errors will be remedied according to the client’s representative or the third party’s terms and conditions;
15. the consultant separately runs a career developmental, transitional and relationship coaching (CDTRC) service. There is no conflict of interest in running a known separate service focused towards the same preferred audience or clientele;
16. The consultant specifies that both PIC and CDTRC are also referred to as dual niche specialist services. This means that they are given equal importance towards overall service quality and execution;
17. this agreement shall be construed in accordance with and be governed by the laws of England & Wales;