Cloud Solutions Provider

ERP SERVICE AGREEMENT

ERP සේවා ගිවිසුම

ERP சேவை ஒப்பந்தம்

CLOUDMA ERP — SUBSCRIPTION, ACCESS, PAYMENT & SERVICE TERMS

CLOUDMA ERP — දායකත්වය, ප්‍රවේශය, ගෙවීම් සහ සේවා නියමයන්

CLOUDMA ERP — சந்தா, அணுகல், கட்டணம் மற்றும் சேவை விதிமுறைகள்

This Agreement is designed to clearly define the commercial and operational terms governing the subscription, access, payment, support, maintenance, pricing revisions and termination of CloudMa ERP.

මෙම ගිවිසුම CloudMa ERP හි දායකත්වය, ප්‍රවේශය, ගෙවීම්, සහාය, නඩත්තුව, මිල සංශෝධන සහ අවසන් කිරීම පාලනය කරන වාණිජ හා මෙහෙයුම් නියමයන් පැහැදිලිව නිර්වචනය කිරීම සඳහා සකස් කර ඇත.

இந்த ஒப்பந்தம் CloudMa ERP இன் சந்தா, அணுகல், கட்டணம், ஆதரவு, பராமரிப்பு, விலை திருத்தங்கள் மற்றும் முடித்தல் ஆகியவற்றை நிர்வகிக்கும் வர்த்தக மற்றும் செயல்பாட்டு விதிமுறைகளை தெளிவாக வரையறுக்கிறது.

SERVICE PROVIDER සේවා සපයන්නා **சேவை வழங்குநர்**	**CUSTOMER / ORGANIZATION** පාරිභෝගිකයා / ආයතනය **வாடிக்கையாளர் / நிறுவனம்**
CHIOX SOFTWARE SOLUTION (PVT) LTD PV00279193	Name/නම/ **பெயர்**: Address/ ලිපිනය/ **முகவரி**:
Head Office: 4th Floor, 81/A High Level Road, Kottawa, Sri Lanka ප්‍රධාන කාර්යාලය: 4 වන මහල, 81/A High Level Road, Kottawa, ශ්‍රී ලංකාව **தலைமை அலுவலகம்**: 4வது மாடி, 81/A High Level Road, Kottawa, **இலங்கை** Registered Address: No. 160/1 Pitipana South, Delgahawaththa, Homagama ලියාපදිංචි ලිපිනය: No. 160/1 Pitipana South, Delgahawaththa, Homagama **பதிவுசெய்யப்பட்ட முகவரி**: No. 160/1 Pitipana South, Delgahawaththa, Homagama	Contact No/ සම්බන්ධතා අංකය/ **தொடர்பு எண்**.: Email/ විද්‍යුත් තැපෑල/ **மின்னஞ்சல்**:
Support: www.support.chiox.net සහාය: www.support.chiox.net **ஆதரவு**: www.support.chiox.net General / Support: 0117 900 200 / 07 88 88 88 00 සාමාන්‍ය / සහාය: 0117 900 200 / 07 88 88 88 00 **பொது / ஆதரவு**: 0117 900 200 / 07 88 88 88 00	Effective Date/ බලපැවැත්වෙන දිනය/ **அமல்படும் தேதி**:

IMPORTANT COMMERCIAL PRINCIPLE

වැදගත් වාණිජ මූලධර්මය

முக்கிய வர்த்தகக் கொள்கை

CloudMa ERP is a subscription service. Continued access is subject to the Customer maintaining the agreed subscription and settling all amounts due. The Customer is responsible for monitoring the expiry date displayed in the system and arranging payment on time.

CloudMa ERP යනු **subscription service** එකකි. අඛණ්ඩ **access** එක **Customer** විසින් එකඟ වූ **subscription** එක පවත්වාගෙන යාම සහ ගෙවිය යුතු සියලු මුදල් ගෙවීම මත රඳා පවතී. **system** එකේ පෙන්වන **expiry date** එක නිරීක්ෂණය කර නියමිත වේලාවට **payment** සකස් කිරීම **Customer**ගේ වගකීමකි.

CloudMa ERP ஒரு subscription service ஆகும். தொடர்ச்சியான access என்பது வாடிக்கையாளர் ஒப்புக்கொண்ட subscription ஐ பராமரித்து, செலுத்த வேண்டிய அனைத்து தொகைகளையும் செலுத்துவதற்கு உட்பட்டது. system இல் காட்டப்படும் expiry date ஐ கண்காணித்து சரியான நேரத்தில் payment ஏற்பாடு செய்வது வாடிக்கையாளரின் பொறுப்பு.

Version: Final Commercial & Service Terms | 70% Advance Payment | Effective upon signature

අනුවාදය: අවසාන වාණිජ හා සේවා නියමයන් | 70% අත්තිකාරම් ගෙවීම | අත්සන් කළ විට බලපැවැත්වේ

பதிப்பு: இறுதி வர்த்தக மற்றும் சேவை விதிமுறைகள் | 70% முன்பணம் | கையொப்பமிட்டவுடன் அமலுக்கு வரும்

1. Purpose and Nature of Service | අරමුණ සහ සේවාවේ ස්වභාවය | சேவையின் நோக்கம் மற்றும் தன்மை

1.1 This Agreement governs the Customer's subscription and use of CloudMa ERP, a cloud-based Enterprise Resource Planning solution developed and provided by ChiOX Software Solution.
1.1 මෙම ගිවිසුම ChiOX Software Solution විසින් සංවර්ධනය කර සපයන cloud-based Enterprise Resource Planning විසඳුමක් වන CloudMa ERP හි Customer subscription සහ භාවිතය පාලනය කරයි.
1.1 இந்த ஒப்பந்தம் ChiOX Software Solution உருவாக்கி வழங்கும் cloud-based Enterprise Resource Planning தீர்வான CloudMa ERP இன் Customer subscription மற்றும் பயன்பாட்டை நிர்வகிக்கிறது.

1.2 The subscription may include access to agreed ERP modules, hosting, standard updates, standard technical support and other services expressly included in the Customer's selected package.
1.2 subscription එකට එකඟ වූ ERP modules, hosting, standard updates, standard technical support සහ Customer තෝරාගත් package එකේ පැහැදිලිව ඇතුළත් වෙනත් සේවාවන් ඇතුළත් විය හැක.
1.2 subscription இல் ஒப்புக்கொள்ளப்பட்ட ERP modules, hosting, standard updates, standard technical support மற்றும் Customer தேர்ந்தெடுத்த package இல் வெளிப்படையாக சேர்க்கப்பட்ட பிற சேவைகள் அடங்கலாம்.

1.3 Access is licensed on a subscription basis and does not transfer ownership of the CloudMa ERP software, source code, intellectual property, platform or proprietary technology to the Customer.
1.3 Access ලබා දෙන්නේ subscription license එකක් ලෙස වන අතර CloudMa ERP software, source code, intellectual property, platform හෝ proprietary technology හි අයිතිය Customer වෙත මාරු නොවේ.
1.3 Access subscription license அடிப்படையில் வழங்கப்படுகிறது; CloudMa ERP software, source code, intellectual property, platform அல்லது proprietary technology இன் உரிமை Customer க்கு மாற்றப்படாது.

2. Definitions | අර්ථ දැක්වීම් | வரையறைகள்

TERM පදය காலம்	MEANING අර්ථය பொருள்
CloudMa ERP CloudMa ERP CloudMa ERP	The cloud-based ERP software and related services provided by ChiOX. ChiOX විසින් සපයන cloud-based ERP software සහ සම්බන්ධ සේවා. ChiOX வழங்கும் cloud-based ERP software மற்றும் தொடர்புடைய சேவைகள்.
Subscription දායකත්වය சந்தா	The recurring service arrangement under which the Customer is granted access to the subscribed ERP services. Customer හට subscribed ERP services වෙත ප්‍රවේශය ලබාදෙන අඛණ්ඩ සේවා සැලැස්ම. வாடிக்கையாளருக்கு subscribed ERP services க்கான அணுகலை வழங்கும் தொடர்ச்சியான சேவை ஏற்பாடு.
Subscription Fee දායකත්ව ගාස්තුව சந்தா கட்டணம்	The monthly or annual recurring fee payable for the selected package and applicable add-ons. තෝරාගත් package සහ අදාළ add-ons සඳහා ගෙවිය යුතු මාසික හෝ වාර්ෂික පුනරාවර්තන ගාස්තුව. தேர்ந்தெடுக்கப்பட்ட package மற்றும் பொருந்தும் add-ons க்கான மாதாந்திர அல்லது வருடாந்திர தொடர்ச்சியான கட்டணம்.
Due Date / Expiry Date ගෙවිය යුතු දිනය / කල් ඉකුත්වන දිනය செலுத்த வேண்டிய தேதி / காலாவதி தேதி	The date shown in the CloudMa ERP system or invoice by which the applicable amount must be fully settled to maintain uninterrupted access. බාධාවකින් තොරව access පවත්වා ගැනීම සඳහා අදාළ මුදල සම්පූර්ණයෙන් ගෙවිය යුතු CloudMa ERP system හෝ invoice හි පෙන්වන දිනය. தொடர்ச்சியான அணுகலை பராமரிக்க, பொருந்தும் தொகை முழுமையாக செலுத்தப்பட வேண்டிய CloudMa ERP system அல்லது invoice இல் காட்டப்படும் தேதி.

Outstanding Amount හිඟ මුදල நிலுவைத் தொகை	Any unpaid subscription fee, add-on, customization, service charge, tax, or other amount due under this Agreement. මෙම Agreement යටතේ නොගෙවූ subscription fee, add-on, customization, service charge, tax හෝ වෙනත් ගෙවිය යුතු මුදලක්. இந்த Agreement இன் கீழ் செலுத்தப்படாத subscription fee, add-on, customization, service charge, tax அல்லது பிற செலுத்த வேண்டிய தொகை.
Full Payment සම්පූර්ණ ගෙවීම முழுக் கட்டணம்	Payment of the complete amount due, including all applicable taxes/charges, without partial balance remaining. අදාළ සියලු taxes/charges ඇතුළුව ගෙවිය යුතු සම්පූර්ණ මුදල, කිසිදු partial balance එකක් ඉතිරි නොකර ගෙවීම. பொருந்தும் அனைத்து taxes/charges உட்பட, மீதமுள்ள partial balance இல்லாமல் முழுத் தொகையை செலுத்துதல்.
Temporary Activation / Grace Period තාවකාලික සක්‍රීය කිරීම / ග්‍රේස් පීරියඩ් தற்காலிக செயல்படுத்தல் / சலுகைக் காலம்	Any extension or temporary restoration of access beyond the agreed paid subscription period. Unless expressly approved in writing by ChiOX, no grace period or temporary activation is provided. එකඟ වූ paid subscription period එකෙන් පසුව access සඳහා ලබාදෙන ඕනෑම extension හෝ temporary restoration එකක්. ChiOX විසින් ලිඛිතව පැහැදිලිව අනුමත නොකළහොත් grace period හෝ temporary activation ලබා නොදේ. ஒப்புக்கொள்ளப்பட்ட paid subscription period க்கு அப்பால் வழங்கப்படும் access extension அல்லது temporary restoration. ChiOX எழுத்துப்பூர்வமாக வெளிப்படையாக அனுமதிக்காவிட்டால் grace period அல்லது temporary activation வழங்கப்படாது.

3. Term and Renewal | කාලසීමාව සහ අලුත් කිරීම | காலம் மற்றும் புதுப்பித்தல்

3.1 The Agreement begins on the Effective Date and continues on a month-to-month or annual renewal basis according to the Customer's selected billing arrangement, unless terminated in accordance with this Agreement.
3.1 මෙම ගිවිසුම Effective Date දින සිට ආරම්භ වන අතර, Customer තෝරාගත් billing arrangement අනුව මාසික හෝ වාර්ෂික අලුත් කිරීමේ පදනම මත, මෙම ගිවිසුමට අනුව අවසන් කරන තුරු ක්‍රියාත්මක වේ.
3.1 இந்த ஒப்பந்தம் Effective Date அன்று தொடங்கி, வாடிக்கையாளர் தேர்ந்தெடுத்த billing arrangement படி மாதாந்திர அல்லது வருடாந்திர புதுப்பிப்பு முறையில் தொடரும்; இந்த ஒப்பந்தத்தின்படி முடிக்கப்படாவிட்டால் அது தொடரும்.

3.2 Each paid subscription period grants access only for the corresponding subscribed period. Payment for one period does not create a permanent or lifetime right of access.
3.2 සෑම ගෙවූ subscription කාලසීමාවක්ම අදාළ subscription කාලයට පමණක් ප්‍රවේශය ලබා දෙයි. එක් කාලසීමාවක් සඳහා කරන ගෙවීමක් ස්ථිර හෝ ජීවිත කාලීන ප්‍රවේශ අයිතියක් ලබා නොදේ.
3.2 ஒவ்வொரு செலுத்தப்பட்ட சந்தா காலமும் அந்த சந்தா காலத்திற்கே அணுகலை வழங்கும். ஒரு காலத்திற்கான கட்டணம் நிரந்தர அல்லது வாழ்நாள் அணுகல் உரிமையை உருவாக்காது.

4. Subscription Packages and Commercial Scope | දායකත්ව පැකේජ සහ වාණිජ විෂය පථය | சந்தா தொகுப்புகள் மற்றும் வர்த்தக வரம்பு

PACKAGE | පැකේජය | தொகுப்பு	USERS | පරිශීලකයින් | பயனர்கள்	WAREHOUSES | ගබඩා | கிடங்குகள்	STORAGE | ගබඩා ඉඩ | சேமிப்பு	MONTHLY FEE (CURRENT) | වත්මන් මාසික ගාස්තුව | தற்போதைய மாத கட்டணம்
Basic | මූලික | அடிப்படை	Up to 5 | 5 දක්වා | 5 வரை	1 | 1 | 1	5 GB | 5 GB | 5 GB	LKR 3,500.00 / month | LKR 3,500.00 / මාසය | LKR 3,500.00 / மாதம்
Standard | සම්මත | நிலையான	Up to 7 | 7 දක්වා | 7 வரை	2 | 2 | 2	8 GB | 8 GB | 8 GB	LKR 5,500.00 / month | LKR 5,500.00 / මාසය | LKR 5,500.00 / மாதம்
Platinum | ප්ලැටිනම් | பிளாட்டினம்	Up to 11 | 11 දක්වා | 11 வரை	3 | 3 | 3	10 GB | 10 GB | 10 GB	LKR 9,500.00 / month | LKR 9,500.00 / මාසය | LKR 9,500.00 / மாதம்

Additional User	අමතර පරිශීලක	**கூடுதல் பயனர்**	Per user	එක් පරිශීලකයෙකුට	**ஒரு பயனருக்கு**	—	—	LKR 500.00 / month	LKR 500.00 / මාසය	LKR 500.00 / **மாதம்**
Additional Warehouse	අමතර ගබඩාව	**கூடுதல் கிடங்கு**	—	Per warehouse	එක් ගබඩාවකට	**ஒரு கிடங்கிற்கு**	—	LKR 1,500.00 / month	LKR 1,500.00 / මාසය	LKR 1,500.00 / **மாதம்**
Additional Storage	අමතර ගබඩා ඉඩ	**கூடுதல் சேமிப்பு**	—	—	Per GB	GB එකකට	**ஒரு** GB**க்கு**	LKR 300.00 / GB / month	LKR 300.00 / GB / මාසය	LKR 300.00 / GB / **மாதம்**

All prices, fees, rates, package charges, add-on charges, support charges, customization charges, training charges, hosting/storage charges, transportation charges and other amounts mentioned in this Agreement, quotation, invoice or related document are subject to change. The applicable amount payable by the Customer is the amount stated in the latest applicable quotation, invoice, order confirmation, price schedule or written commercial communication issued by ChiOX.

මෙම Agreement, quotation, invoice හෝ සම්බන්ධ ලේඛනවල සඳහන් සියලු prices, fees, rates, package charges, add-on charges, support charges, customization charges, training charges, hosting/storage charges, transportation charges සහ වෙනත් මුදල් වෙනස් විය හැක. Customer විසින් ගෙවිය යුතු අදාළ මුදල ChiOX විසින් නිකුත් කරන latest applicable quotation, invoice, order confirmation, price schedule හෝ written commercial communication එකේ සඳහන් මුදල වේ.

இந்த Agreement, quotation, invoice **அல்லது தொடர்புடைய ஆவணங்களில் குறிப்பிடப்பட்ட அனைத்து** prices, fees, rates, package charges, add-on charges, support charges, customization charges, training charges, hosting/storage charges, transportation charges **மற்றும் பிற தொகைகள் மாற்றப்படலாம்.** Customer **செலுத்த வேண்டிய தொகை** ChiOX **வழங்கிய** latest applicable quotation, invoice, order confirmation, price schedule **அல்லது** written commercial communication **இல் குறிப்பிடப்பட்ட தொகையாகும்.**

5. Pricing Revision, Economic Conditions and Commercial Changes | මිල සංශෝධන, ආර්ථික තත්ත්වයන් සහ වාණිජ වෙනස්කම් | விலை திருத்தம், பொருளாதார நிலைமைகள் மற்றும் வர்த்தக மாற்றங்கள்

5.1 All prices and charges mentioned in this Agreement are subject to change. No price stated in this Agreement, quotation, invoice, package schedule, promotional material or prior communication shall be interpreted as a permanently fixed price unless ChiOX expressly confirms a fixed-price period in writing.

5.1 මෙම ගිවිසුමේ සඳහන් සියලු මිල ගණන් සහ ගාස්තු වෙනස් විය හැක. ChiOX විසින් ලිඛිතව ස්ථාවර මිල කාලසීමාවක් පැහැදිලිව තහවුරු කර නොමැති නම්, මෙම ගිවිසුම, quotation, invoice, package schedule, promotional material හෝ පෙර සන්නිවේදනයක සඳහන් කිසිදු මිලක් ස්ථිර මිලක් ලෙස අර්ථකථනය නොකළ යුතුය.

5.1 **இந்த ஒப்பந்தத்தில் குறிப்பிடப்பட்ட அனைத்து விலைகள் மற்றும் கட்டணங்களும் மாற்றப்படலாம்.** ChiOX **எழுத்துப்பூர்வமாக நிலையான விலை காலத்தை உறுதிப்படுத்தாவிட்டால் எந்த விலையும் நிரந்தரமாக நிலையானதாக கருதப்படாது.**

5.2 Price revisions may take into account actual business conditions and economic circumstances, including inflation, exchange-rate movements, salary and employment costs, infrastructure and hosting costs, security requirements, software/platform costs, taxes and statutory charges, technology investments, supplier costs, operational expenses, third-party service costs and other material changes affecting the cost of providing the service.

5.2 මිල සංශෝධනවලදී inflation, exchange-rate movements, salary සහ employment costs, infrastructure සහ hosting costs, security requirements, software/platform costs, taxes සහ statutory charges, technology investments, supplier costs, operational expenses, third-party service costs සහ සේවාව සැපයීමේ පිරිවැයට බලපාන අනෙකුත් වැදගත් වෙනස්කම් ඇතුළු සැබෑ ව්‍යාපාරික හා ආර්ථික තත්ත්වයන් සලකා බැලිය හැක.

5.2 விலை மாற்றங்களில் பணவீக்கம், நாணய மாற்று விகிதங்கள், சம்பளம் மற்றும் வேலைவாய்ப்பு செலவுகள், hosting/infrastructure, பாதுகாப்பு, software/platform செலவுகள், வரிகள், தொழில்நுட்ப முதலீடுகள், supplier செலவுகள், செயல்பாட்டு செலவுகள் மற்றும் மூன்றாம் தரப்பு சேவை செலவுகள் போன்ற உண்மையான வணிக மற்றும் பொருளாதார நிலைமைகள் கருத்தில் கொள்ளப்படலாம்.

5.3 A price revision is not a penalty and does not require the Customer's individual approval merely because the Customer previously subscribed at a lower price. The Customer will be responsible for the revised fee from the effective date communicated by ChiOX.

5.3 මිල සංශෝධනයක් දඩුවමක් නොවන අතර Customer මීට පෙර අඩු මිලකට subscription ලබාගෙන තිබීම පමණක් හේතුවෙන් Customer ගේ තනි පුද්ගල අනුමැතිය අවශ්‍ය නොවේ. ChiOX විසින් දැනුම් දෙන effective date සිට සංශෝධිත ගාස්තුව Customer විසින් ගෙවිය යුතුය.

5.3 விலை மாற்றம் அபராதம் அல்ல. வாடிக்கையாளர் முன்பு குறைந்த விலையில் சந்தா பெற்றிருந்தார் என்பதற்காக தனிப்பட்ட ஒப்புதல் அவசியமில்லை. ChiOX அறிவிக்கும் அமல்படும் தேதியிலிருந்து திருத்தப்பட்ட கட்டணம் செலுத்தப்பட வேண்டும்.

5.4 ChiOX will communicate material pricing revisions through an invoice, billing notice, customer portal notice, system notice, email, or another reasonable communication method. The Customer is responsible for reviewing such notices.

5.4 වැදගත් මිල සංශෝධන invoice, billing notice, customer portal notice, system notice, email හෝ වෙනත් සාධාරණ සන්නිවේදන ක්‍රමයක් හරහා ChiOX විසින් දැනුම් දිය හැක. එවැනි දැනුම්දීම් පරීක්ෂා කිරීම Customer ගේ වගකීමකි.

5.4 முக்கியமான விலை மாற்றங்களை invoice, billing notice, customer portal notice, system notice, email அல்லது பிற நியாயமான தொடர்பு வழிகளில் ChiOX அறிவிக்கலாம். அவற்றை பரிசீலிப்பது வாடிக்கையாளரின் பொறுப்பு.

5.5 If the Customer does not wish to continue under revised commercial terms, the Customer may terminate the subscription in accordance with this Agreement. Continued use after the effective date of the revised price constitutes acceptance of the revised fee.

5.5 සංශෝධිත වාණිජ නියමයන් යටතේ ඉදිරියට යාමට අකමැති Customer හට මෙම ගිවිසුමට අනුව subscription එක අවසන් කළ හැක. සංශෝධිත මිල effective date එකෙන් පසු සේවාව දිගටම භාවිතා කිරීම සංශෝධිත ගාස්තුව පිළිගැනීමක් ලෙස සලකනු ලැබේ.

5.5 திருத்தப்பட்ட வணிக விதிமுறைகளில் தொடர விரும்பாத வாடிக்கையாளர் இந்த ஒப்பந்தத்தின்படி சந்தாவை முடிக்கலாம். திருத்தப்பட்ட விலை அமல்பட்ட பிறகும் சேவையைப் பயன்படுத்துவது திருத்தப்பட்ட கட்டணத்தை ஏற்றுக்கொண்டதாக கருதப்படும்.

MONTHLY SUBSCRIPTION PAYMENT RULE — 100% FULL PAYMENT: The 70% advance arrangement applies only to implementation, setup, onboarding, customization, development or other project work. It does not replace the recurring CloudMa ERP monthly/annual rental or subscription payment. The applicable monthly or annual subscription amount must be paid 100% in full on or before the due/expiry date. CloudMa ERP access will not be activated, reactivated or kept active until the required subscription amount and applicable outstanding amounts have been fully paid and payment has been verified, unless ChiOX expressly agrees otherwise in writing.

මාසික SUBSCRIPTION PAYMENT RULE — 100% සම්පූර්ණ ගෙවීම: 70% advance නියමය අදාළ වන්නේ implementation, setup, onboarding, customization, development හෝ වෙනත් project work සඳහා පමණි. එය CloudMa ERP හි recurring monthly/annual rental හෝ subscription payment එක වෙනුවට නොවේ. අදාළ මාසික හෝ වාර්ෂික subscription මුදල due/expiry date එකට පෙර හෝ එදින 100% සම්පූර්ණයෙන් ගෙවිය යුතුය. ChiOX විසින් ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම්, අවශ්‍ය subscription මුදල සහ අදාළ සියලු හිඟ මුදල් සම්පූර්ණයෙන් ගෙවා payment එක verify කරන තුරු CloudMa ERP access activate, reactivate හෝ active තබා නොගනී.

மாதாந்திர SUBSCRIPTION PAYMENT RULE — 100% முழுக் கட்டணம்: 70% advance விதி implementation, setup, onboarding, customization, development அல்லது பிற project work க்கு மட்டுமே பொருந்தும். அது CloudMa ERP recurring monthly/annual rental அல்லது subscription payment ஐ மாற்றாது. பொருந்தும் monthly அல்லது annual subscription தொகை due/expiry date அன்று அல்லது அதற்கு முன் 100% முழுமையாக செலுத்தப்பட வேண்டும். ChiOX எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால், தேவையான subscription தொகை மற்றும் அனைத்து நிலுவைகளும் முழுமையாக செலுத்தப்பட்டு payment verify செய்யப்படும் வரை CloudMa ERP access activate, reactivate அல்லது active ஆக வைத்திருக்கப்படாது.

IMPLEMENTATION / PROJECT PAYMENT RULE — 70% ADVANCE: For implementation, setup, onboarding, customization, development or other project work covered by a quotation, the Customer shall pay a minimum of 70% of the total quoted amount as an advance before work/setup commences. The remaining 30% shall be settled according to the quotation and, unless otherwise agreed in writing, before final handover, production deployment or release of the completed custom work. Custom features will not be handed over until the applicable balance is fully settled.

IMPLEMENTATION / PROJECT PAYMENT RULE — 70% ADVANCE: quotation එකක් යටතේ වන implementation, setup, onboarding, customization, development හෝ වෙනත් project work ආරම්භ කිරීමට පෙර Customer විසින් total quoted amount එකෙන් අවම 70% advance ලෙස ගෙවිය යුතුය. ඉතිරි 30% quotation අනුව සහ ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම් final handover, production deployment හෝ completed custom work release කිරීමට පෙර ගෙවිය යුතුය. අදාළ balance එක සම්පූර්ණයෙන් settle කරන තුරු custom features handover නොකෙරේ.

IMPLEMENTATION / PROJECT PAYMENT RULE — 70% ADVANCE: quotation இன் கீழ் உள்ள implementation, setup, onboarding, customization, development அல்லது பிற project work தொடங்குவதற்கு முன் Customer total quoted amount இன் குறைந்தது 70% advance ஆக செலுத்த வேண்டும். மீதமுள்ள 30% quotation படி மற்றும் எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால் final handover, production deployment அல்லது completed custom work release க்கு முன் செலுத்த வேண்டும். பொருந்தும் balance முழுமையாக settle செய்யப்படும் வரை custom features handover செய்யப்படாது.

5.6 Promotional, discounted or specially negotiated pricing applies only for the period expressly stated in the relevant quotation or written approval. A discount or concession granted on one occasion does not create an ongoing entitlement to the same price or concession.
5.6 Promotional, discounted හෝ specially negotiated pricing අදාළ quotation හෝ ලිඛිත අනුමැතියේ පැහැදිලිව සඳහන් කාලසීමාව සඳහා පමණක් අදාළ වේ. එක් අවස්ථාවක ලබාදුන් discount හෝ concession එකක් එම මිල හෝ සහනය අඛණ්ඩව ලබාගැනීමේ අයිතියක් ඇති නොකරයි.
5.6 Promotional, discounted அல்லது specially negotiated pricing தொடர்புடைய quotation அல்லது எழுத்துப்பூர்வ அனுமதியில் குறிப்பிடப்பட்ட காலத்திற்கு மட்டுமே பொருந்தும். ஒரு முறை வழங்கப்பட்ட discount அல்லது concession எதிர்கால நிரந்தர உரிமையை உருவாக்காது.

6. Billing, Due Date and Expiry Date | බිල්පත්, ගෙවිය යුතු දිනය සහ කල් ඉකුත්වන දිනය | பில்லிங், செலுத்த வேண்டிய தேதி மற்றும் காலாவதி தேதி

6.1 Subscription invoices are issued according to the agreed monthly or annual billing cycle. The Customer must settle the full amount on or before the due/expiry date displayed in the CloudMa ERP system and/or communicated on the applicable invoice.
6.1 එකඟ වූ මාසික හෝ වාර්ෂික billing cycle අනුව subscription invoices නිකුත් කරනු ලැබේ. CloudMa ERP system එකේ සහ/හෝ අදාළ invoice එකේ සඳහන් due/expiry date එකට පෙර හෝ එදින Customer විසින් සම්පූර්ණ මුදල ගෙවා අවසන් කළ යුතුය.
6.1 ஒப்புக்கொள்ளப்பட்ட மாதாந்திர அல்லது வருடாந்திர billing cycle படி subscription invoices வழங்கப்படும். system மற்றும்/அல்லது invoice இல் காட்டப்படும் due/expiry date க்குள் அல்லது அதற்கு முன் முழுத் தொகையும் செலுத்தப்பட வேண்டும்.

6.2 The Customer acknowledges that the subscription expiry date is displayed within the system. ChiOX is not required to repeatedly contact or remind the Customer individually before every expiry date.
6.2 subscription expiry date එක system එක තුළ පෙන්වන බව Customer පිළිගනී. සෑම expiry date එකකටම පෙර Customer සමඟ නැවත නැවත පුද්ගලිකව සම්බන්ධ වී මතක් කිරීම ChiOX ගේ අනිවාර්ය වගකීමක් නොවේ.
6.2 subscription expiry date system இல் காட்டப்படுவதை வாடிக்கையாளர் ஏற்றுக்கொள்கிறார். ஒவ்வொரு expiry date க்கும் முன் தனிப்பட்ட முறையில் மீண்டும் மீண்டும் நினைவூட்டுவது ChiOX இன் கட்டாயப் பொறுப்பு அல்ல.

6.3 The Customer is responsible for monitoring the displayed expiry date, maintaining valid payment arrangements and ensuring that the full amount is paid on time.
6.3 system එකේ පෙන්වන expiry date එක නිරීක්ෂණය කිරීම, වලංගු payment arrangements පවත්වා ගැනීම සහ සම්පූර්ණ මුදල නියමිත වේලාවට ගෙවීම Customer ගේ වගකීමකි.
6.3 காட்டப்படும் expiry date ஐ கண்காணித்து, சரியான payment arrangement ஐ பராமரித்து, முழுத் தொகையை சரியான நேரத்தில் செலுத்துவது வாடிக்கையாளரின் பொறுப்பு.

6.4 Where an invoice contains a payment date, the date stated in the system/invoice will be treated as the applicable due date unless ChiOX confirms otherwise in writing.
6.4 invoice එකක payment date එකක් සඳහන් වේ නම්, ChiOX විසින් ලිඛිතව වෙනත් ආකාරයකට තහවුරු නොකළහොත් system/invoice එකේ සඳහන් දිනය අදාළ due date ලෙස සලකනු ලැබේ.
6.4 invoice இல் payment date இருந்தால், ChiOX எழுத்துப்பூர்வமாக வேறுவிதமாக உறுதிப்படுத்தாவிட்டால் system/invoice இல் உள்ள தேதி பொருந்தும் due date ஆகும்.

7. Full Payment Requirement and Access Control | සම්පූර්ණ ගෙවීම් අවශ්‍යතාව සහ ප්‍රවේශ පාලනය | முழு கட்டணத் தேவை மற்றும் அணுகல் கட்டுப்பாடு

7.1 CloudMa ERP access is provided against paid subscription entitlement. Full payment of the amount due is required to maintain active access.
7.1 CloudMa ERP access ලබා දෙන්නේ ගෙවා ඇති subscription entitlement එකට අනුවය. active access පවත්වා ගැනීම සඳහා ගෙවිය යුතු සම්පූර්ණ මුදල ගෙවා තිබිය යුතුය.
7.1 CloudMa ERP அணுகல் செலுத்தப்பட்ட சந்தா உரிமையின் அடிப்படையில் வழங்கப்படுகிறது. active access ஐ பராமரிக்க செலுத்த வேண்டிய தொகை முழுமையாக செலுத்தப்பட வேண்டும்.

7.2 If the Customer has any due or outstanding amount after the applicable expiry/due date, ChiOX may suspend or block the Customer's ERP access until all outstanding amounts are fully settled.
7.2 අදාළ expiry/due date එකෙන් පසු කිසියම් due හෝ outstanding amount එකක් තිබේ නම්, සියලු හිඟ මුදල් සම්පූර්ණයෙන් ගෙවන තුරු ChiOX හට Customer ගේ ERP access suspend හෝ block කළ හැක.
7.2 expiry/due date க்கு பிறகு ஏதேனும் நிலுவை தொகை இருந்தால், அனைத்து நிலுவைகளும் முழுமையாக செலுத்தப்படும் வரை ChiOX ERP அணுகலை suspend அல்லது block செய்யலாம்.

7.3 Partial payments do not automatically restore or maintain access where the account remains in arrears. Access is subject to the full outstanding balance being cleared, unless ChiOX expressly agrees otherwise in writing.
7.3 ගිණුම හිඟ තත්ත්වයේ පවතින විට partial payments මගින් access එක ස්වයංක්‍රීයව නැවත ලබාදීම හෝ active තබා ගැනීම සිදු නොවේ. ChiOX විසින් ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම්, සම්පූර්ණ outstanding balance එක ගෙවා අවසන් කළ යුතුය.
7.3 கணக்கு நிலுவையில் இருக்கும் போது partial payment செலுத்துவது அணுகலை தானாக மீள வழங்கவோ பராமரிக்கவோ செய்யாது. ChiOX எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால் முழு நிலுவையும் செலுத்தப்பட வேண்டும்.

7.4 System access may include login access, ERP modules, POS access, mobile access, API/integration access and other connected services. Suspension may apply to all or any relevant components.
7.4 system access එකට login access, ERP modules, POS access, mobile access, API/integration access සහ වෙනත් සම්බන්ධිත සේවා ඇතුළත් විය හැක. suspension එක සියලුම හෝ අදාළ components වෙත පමණක් යෙදිය හැක.
7.4 system access இல் login, ERP modules, POS, mobile, API/integration மற்றும் பிற இணைக்கப்பட்ட சேவைகள் அடங்கலாம். suspension அனைத்து அல்லது தொடர்புடைய கூறுகளுக்கும் பொருந்தலாம்.

7.5 Access control is an administrative service-protection mechanism arising from non-payment and is not intended as a punitive measure. Until 100% of the applicable subscription/rental and other required outstanding amounts are paid and verified, ChiOX is not required to activate or maintain active system access.
7.5 Access control යනු ගෙවීම් නොකිරීම හේතුවෙන් සේවාව ආරක්ෂා කිරීම සඳහා වන පරිපාලන ක්‍රියාවකි; එය දඩුවම් කිරීමේ ක්‍රියාවක් නොවේ. අදාළ subscription/rental සහ අවශ්‍ය වෙනත් හිඟ මුදල් 100% සම්පූර්ණයෙන් ගෙවා verify කරන තුරු ChiOX හට system access activate හෝ active තබා ගැනීමට බැඳීමක් නොමැත.
7.5 Access control என்பது கட்டணம் செலுத்தாததனால் சேவையைப் பாதுகாக்கும் நிர்வாக நடவடிக்கையாகும்; இது தண்டனை நடவடிக்கை அல்ல. பொருந்தும் subscription/rental மற்றும் தேவையான பிற நிலுவைகள் 100% முழுமையாக செலுத்தப்பட்டு verify செய்யப்படும் வரை ChiOX system access ஐ activate அல்லது active ஆக வைத்திருக்க வேண்டிய கட்டாயம் இல்லை.

8. No Grace Period / No Temporary Activation | ග්‍රේස් පීරියඩ් / තාවකාලික සක්‍රීය කිරීම් නොමැත | Grace Period / தற்காலிக செயல்படுத்தல் இல்லை

IMPORTANT: Unless ChiOX provides a specific written exception, there is NO automatic grace period, NO temporary activation, NO temporary login, and NO partial restoration of CloudMa ERP access after the subscription has expired or an amount remains due.
වැදගත්: ChiOX විසින් නිශ්චිත ලිඛිත ව්‍යතිරේකයක් ලබා නොදෙන්නේ නම්, subscription එක කල් ඉකුත් වූ පසු හෝ කිසියම් මුදලක් හිඟව පවතින විට automatic grace period එකක්, temporary activation එකක්, temporary login එකක් හෝ CloudMa ERP access එකේ partial restoration එකක් ලබා නොදේ.
முக்கியம்: ChiOX குறிப்பிட்ட எழுத்துப்பூர்வ விதிவிலக்கை வழங்காவிட்டால், subscription காலாவதியான பிறகு அல்லது ஏதேனும் தொகை நிலுவையில் இருக்கும் போது automatic grace period, temporary activation, temporary login அல்லது CloudMa ERP access இன் partial restoration எதுவும் வழங்கப்படாது.

8.1 The Customer should not rely on an assumption that access will remain available for a few additional days after expiry.
8.1 expiry එකෙන් පසු තවත් දින කිහිපයක් access එක පවතිනු ඇතැයි යන උපකල්පනය මත Customer විශ්වාස නොකළ යුතුය.
8.1 expiry க்கு பிறகு சில கூடுதல் நாட்களுக்கு access இருக்கும் என்று வாடிக்கையாளர் நம்பக்கூடாது.

8.2 Requests such as “please keep the system active for a few days”, “we will pay shortly”, “activate temporarily”, “give us a small extension”, or similar requests are not contractual entitlements.
8.2 “තවත් දින කිහිපයක් system එක active තබන්න”, “ඉක්මනින් payment කරන්නම්”, “තාවකාලිකව activate කරන්න”, “කුඩා extension එකක් දෙන්න” වැනි හෝ ඒ හා සමාන ඉල්ලීම් ගිවිසුම්ගත අයිතිවාසිකම් නොවේ.
8.2 “சில நாட்கள் system active வைத்திருக்கவும்”, “விரைவில் பணம் செலுத்துவோம்”, “தற்காலிகமாக activate செய்யவும்”, “சிறிய extension வழங்கவும்” போன்ற கோரிக்கைகள் ஒப்பந்த உரிமைகள் அல்ல.

8.3 Any exception is entirely subject to ChiOX's written approval and, where applicable, may be subject to an additional charge. A past exception does not create a precedent or guarantee for future exceptions.
8.3 ඕනෑම exception එකක් ChiOX ගේ ලිඛිත අනුමැතියට සම්පූර්ණයෙන් යටත් වන අතර, අදාළ නම් අමතර ගාස්තුවක් අය කළ හැක. පෙර ලබාදුන් exception එකක් අනාගත exception සඳහා පූර්වාදර්ශයක් හෝ සහතිකයක් නොවේ.
8.3 எந்த விதிவிலக்கும் ChiOX இன் எழுத்துப்பூர்வ அனுமதிக்கு உட்பட்டது; கூடுதல் கட்டணம் இருக்கலாம். முந்தைய விதிவிலக்கு எதிர்கால விதிவிலக்கிற்கான உரிமையை உருவாக்காது.

8.4 ChiOX may refuse temporary activation where the account has an outstanding balance, regardless of the amount of the balance.
8.4 ගිණුමේ outstanding balance එකක් තිබේ නම්, එම balance එකේ ප්‍රමාණය නොසලකා ChiOX හට temporary activation ප්‍රතික්ෂේප කළ හැක.
8.4 கணக்கில் நிலுவை தொகை இருந்தால் அதன் அளவைப் பொருட்படுத்தாமல் ChiOX temporary activation ஐ மறுக்கலாம்.

9. Payment Methods and Payment Confirmation | ගෙවීම් ක්‍රම සහ ගෙවීම් තහවුරු කිරීම | கட்டண முறைகள் மற்றும் கட்டண உறுதிப்படுத்தல்

9.1 Accepted payment methods may include bank transfer and approved online payment methods communicated by ChiOX.
9.1 ChiOX විසින් දැනුම් දෙන bank transfer සහ අනුමත online payment methods පිළිගත හැක.
9.1 ChiOX அறிவிக்கும் bank transfer மற்றும் அங்கீகரிக்கப்பட்ட online payment முறைகள் ஏற்றுக்கொள்ளப்படலாம்.

9.2 The Customer should provide the payment reference/slip where requested so that the payment can be identified and allocated to the correct account.
9.2 payment එක හඳුනාගෙන නිවැරදි account එකට වෙන් කිරීම සඳහා, ඉල්ලා සිටින අවස්ථාවල Customer විසින් payment reference/slip ලබා දිය යුතුය.
9.2 **கட்டணத்தை அடையாளம் கண்டு சரியான கணக்கில் ஒதுக்க, கோரப்பட்டால்** payment reference/slip **வழங்க வேண்டும்.**

9.3 Bank processing time, payment-gateway processing time, incorrect references, insufficient payment information or delayed proof of payment may delay account reactivation.
9.3 bank processing time, payment-gateway processing time, වැරදි references, ප්‍රමාණවත් නොවන payment information හෝ payment proof ලබාදීමේ ප්‍රමාදය හේතුවෙන් account reactivation ප්‍රමාද විය හැක.
9.3 bank/payment gateway processing time, **தவறான** references, **போதிய** payment **தகவல் இல்லாமை அல்லது** payment proof **தாமதம்** account reactivation **ஐ தாமதப்படுத்தலாம்.**

10.1 Payment Set-Off / Withholding: The Customer shall not withhold, reduce, set off or deduct subscription or other agreed charges because of an unrelated complaint, pending support request, internal staff issue, temporary non-use or other matter, except where required by applicable law or expressly agreed in writing by ChiOX.
10.1 ගෙවීම් අඩු කිරීම / රඳවා තැබීම: වෙනත් complaint එකක්, pending support request එකක්, internal staff issue එකක්, තාවකාලික non-use එකක් හෝ වෙනත් කරුණක් හේතුවෙන් subscription හෝ වෙනත් එකඟ වූ ගාස්තු අඩු කිරීම, රඳවා තැබීම හෝ set-off කිරීම Customer විසින් නොකළ යුතුය. අදාළ නීතියෙන් අවශ්‍ය වන හෝ ChiOX විසින් ලිඛිතව එකඟ වූ අවස්ථාවලදී පමණක් මෙයට ව්‍යතිරේකයක් ඇත.
10.1 **கட்டணத்தை நிறுத்துதல் / குறைத்தல்: தொடர்பற்ற** complaint, pending support request, internal staff issue, temporary non-use **அல்லது பிற காரணங்களால்** subscription **அல்லது பிற** agreed charges **ஐ** Customer withholding, reduce, set-off **அல்லது** deduct **செய்யக்கூடாது. பொருந்தும் சட்டம் தேவைப்படுத்தும் அல்லது** ChiOX **எழுத்துப்பூர்வமாக ஒப்புக்கொண்ட சந்தர்ப்பங்களில் மட்டும் விதிவிலக்கு உண்டு.**

10. Non-Waiver of Fees and Requests for Free Services | ගාස්තු අත්හැරීම සහ නොමිලේ සේවා ඉල්ලීම් | கட்டண தள்ளுபடி மற்றும் இலவச சேவை கோரிக்கைகள்

10.2 Subscription fees are recurring commercial charges for continued access to the CloudMa ERP service. They are not optional based on the Customer's level of use during a particular month.
10.2 subscription fees යනු CloudMa ERP සේවාවට අඛණ්ඩ ප්‍රවේශය සඳහා අය කරන පුනරාවර්තන වාණිජ ගාස්තු වේ. කිසියම් මාසයක Customer භාවිතය අඩු වීම හේතුවෙන් එම ගාස්තු optional නොවේ.
10.2 Subscription fees **என்பது** CloudMa ERP **சேவைக்கான தொடர்ச்சியான அணுகலுக்கான தொடர்ச்சியான வர்த்தகக் கட்டணங்களாகும். ஒரு குறிப்பிட்ட மாதத்தில்** Customer **இன் பயன்பாடு குறைவாக இருந்தாலும் அவை விருப்பக் கட்டணங்களாக மாறாது.**

10.3 A Customer's statement that a charge is “small”, “only a small issue”, “can be done free”, or similar does not create an obligation for ChiOX to waive the applicable fee.
10.3 ගාස්තුවක් “කුඩායි”, “කුඩා ප්‍රශ්නයක් පමණයි”, “නොමිලේ කළ හැකියි” හෝ ඒ හා සමාන බව Customer පැවසීමෙන් අදාළ ගාස්තුව අත්හැරීමට ChiOX හට බැඳීමක් ඇති නොවේ.
10.3 **ஒரு கட்டணம் “சிறியது”, “சிறிய பிரச்சினை மட்டுமே”, “இலவசமாக செய்யலாம்” அல்லது அதுபோன்றது என்று** Customer **கூறுவது, பொருந்தும் கட்டணத்தைத் தள்ளுபடி செய்ய** ChiOX **மீது எந்தக் கடமையையும் உருவாக்காது.**

10.4 ChiOX may, at its sole commercial discretion, approve a one-time waiver, discount, goodwill concession or free minor service. Any such concession is voluntary, case-specific and does not amend the Customer's standard pricing or create a future entitlement.
10.4 ChiOX ගේ වාණිජ අභිමතය අනුව එක් වරක් fee waiver, discount, goodwill concession හෝ කුඩා නොමිලේ සේවාවක් අනුමත කළ හැක. එවැනි සහනයක් ස්වේච්ඡා, විශේෂිත අවස්ථාවකට සීමා වූ එකක් වන අතර Customer ගේ standard pricing වෙනස් නොකරන අතර අනාගත අයිතියක්ද ඇති නොකරයි.
10.4 ChiOX **தனது வர்த்தக விருப்பத்தின் பேரில் ஒரு முறை** waiver, discount, goodwill concession **அல்லது சிறிய இலவச சேவையை அங்கீகரிக்கலாம். அத்தகைய சலுகை தன்னார்வமானது, குறிப்பிட்ட நிகழ்வுக்கானது;** Customer **இன் நிலையான விலையை மாற்றாது மற்றும் எதிர்கால உரிமையை உருவாக்காது.**

10.5 Repeated requests for fee waivers, free additional users, free additional locations/warehouses, free storage, free customizations, free re-training, free support outside the package, or free recovery/export services may be declined.
10.5 fee waivers, free additional users, free additional locations/warehouses, free storage, free customizations, free re-training, package එකෙන් පිටත free support හෝ free recovery/export services සඳහා නැවත නැවත කරන ඉල්ලීම් ප්‍රතික්ෂේප කළ හැක.
10.5 fee waivers, free additional users, free additional locations/warehouses, free storage, free customizations, free re-training, package **க்கு வெளியான** free support **அல்லது** free recovery/export services **ஆகியவற்றுக்கான மீண்டும் மீண்டும் கோரிக்கைகள் நிராகரிக்கப்படலாம்.**

10.6 If a requested service is outside the included subscription scope, ChiOX may quote and charge for it before commencing the work.
10.6 ඉල්ලා සිටින සේවාව included subscription scope එකෙන් පිටත නම්, වැඩ ආරම්භ කිරීමට පෙර ChiOX විසින් quotation ලබාදී ඒ සඳහා ගාස්තු අය කළ හැක.
10.6 **கோரப்பட்ட சேவை** subscription scope **க்கு வெளியே இருந்தால், பணியைத் தொடங்குவதற்கு முன்** ChiOX quotation **வழங்கி கட்டணம் வசூலிக்கலாம்.**

11. Support, Maintenance and Related Service Terms
11. සහාය, නඩත්තුව සහ සම්බන්ධිත සේවා නියමයන්
11. ஆதரவு, பராமரிப்பு மற்றும் தொடர்புடைய சேவை விதிமுறைகள்

SERVICE සේවාව **சேவை**	**STANDARD TERM** සම්මත නියමය **நிலையான விதிமுறை**
Standard Support සම්මත සහාය நிலையான ஆதரவு	Included within the agreed subscription package for standard troubleshooting and normal system assistance. සාමාන්‍ය troubleshooting සහ system assistance සඳහා එකඟ වූ subscription package එක තුළ ඇතුළත් වේ. සාමාන්‍ය troubleshooting மற்றும் normal system assistance සඳහා **ஒப்புக்கொள்ளப்பட்ட** subscription package **இல் அடங்கும்.**
Support Portal සහාය ද්වාරය ஆதரவு போர்டல்	www.support.chiox.net www.support.chiox.net www.support.chiox.net
Standard Priority සම්මත ප්‍රමුඛතාව நிலையான முன்னுரிமை	Target response: 24–48 hours, subject to issue complexity and support queue. ඉලක්කගත ප්‍රතිචාර කාලය: පැය 24–48; issue complexity සහ support queue අනුව වෙනස් විය හැක. **இலக்கு பதில் நேரம்:** 24–48 **மணி நேரம்;** issue complexity **மற்றும்** support queue **ஐப் பொறுத்து மாறலாம்.**
High Priority ඉහළ ප්‍රමුඛතාව உயர் முன்னுரிமை	Target response: within 12 hours where classified as high priority by ChiOX. ChiOX විසින් high priority ලෙස වර්ගීකරණය කළ විට ඉලක්කගත ප්‍රතිචාරය පැය 12ක් ඇතුළත. ChiOX high priority **என வகைப்படுத்தும் போது இலக்கு பதில்** 12 **மணி நேரத்திற்குள்.**

Advanced / Chargeable Work උසස් / ගාස්තු අය කරන වැඩ மேம்பட்ட / கட்டண சேவை	Custom configuration, advanced troubleshooting, special requests and other out-of-scope work may be quoted separately. Custom configuration, advanced troubleshooting, special requests සහ වෙනත් out-of-scope work සඳහා වෙනම quotation සහ ගාස්තු අය කළ හැක. Custom configuration, advanced troubleshooting, special requests மற்றும் பிற out-of-scope work க்கு தனி quotation மற்றும் கட்டணம் இருக்கலாம்.

11.1 Payment Default & Recovery: Where amounts remain unpaid, ChiOX may issue formal payment notices and may pursue lawful recovery measures available under applicable law.
11.1 ගෙවීම් පැහැර හැරීම සහ අයකර ගැනීම: ගෙවිය යුතු මුදල් නොගෙවා පවතින විට, ChiOX විසින් විධිමත් ගෙවීම් දැනුම්දීම් නිකුත් කළ හැකි අතර අදාළ නීතිය යටතේ නීත්‍යානුකූලව ලබාගත හැකි අයකර ගැනීමේ ක්‍රියාමාර්ග ගත හැක.
11.1 கட்டணத் தவறு மற்றும் வசூல்: செலுத்த வேண்டிய தொகைகள் நிலுவையில் இருந்தால், ChiOX முறையான கட்டண அறிவிப்புகளை வழங்கலாம் மற்றும் பொருந்தும் சட்டத்தின் கீழ் கிடைக்கும் சட்டபூர்வ வசூல் நடவடிக்கைகளை மேற்கொள்ளலாம்.

11.2 Non-Refundable Payments: To the extent permitted by applicable law and subject to the specific quotation/agreement, payments are non-refundable once system provision, onboarding, development or other contracted work has commenced.
11.2 ආපසු නොගෙවන ගෙවීම්: අදාළ නීතියෙන් අවසර දෙන සීමාව තුළ සහ අදාළ quotation/agreement එකට යටත්ව, system provision, onboarding, development හෝ වෙනත් ගිවිසුම්ගත කාර්යයක් ආරම්භ කළ පසු ගෙවීම් ආපසු නොගෙවනු ලැබේ.
11.2 திருப்பிச் செலுத்த முடியாத கட்டணங்கள்: பொருந்தும் சட்டம் அனுமதிக்கும் வரம்பிலும் குறிப்பிட்ட quotation/agreement க்கு உட்பட்டும், system provision, onboarding, development அல்லது பிற ஒப்பந்தப் பணிகள் தொடங்கிய பின்னர் செலுத்திய தொகைகள் திருப்பிச் செலுத்தப்படாது.

11.3 Annual Renewal: Annual subscription renewal fees must be settled before expiry to avoid service interruption. Any applicable reactivation or restoration charge may be separately payable.
11.3 වාර්ෂික අලුත් කිරීම: සේවා බාධාවක් වැළැක්වීම සඳහා වාර්ෂික subscription renewal ගාස්තු expiry date එකට පෙර ගෙවා අවසන් කළ යුතුය. අදාළ reactivation හෝ restoration ගාස්තුවක් වෙනම ගෙවිය යුතු විය හැක.
11.3 வருடாந்திர புதுப்பித்தல்: சேவை இடையூறைத் தவிர்க்க annual subscription renewal fees expiry க்கு முன் செலுத்தப்பட வேண்டும். பொருந்தும் reactivation அல்லது restoration charge தனியாக செலுத்த வேண்டியிருக்கலாம்.

11.4 Customization Warranty: Unless otherwise stated in writing, delivered customizations include a 14-day bug-fix warranty for defects against the agreed requirements. Changes to requirements or requests made after the warranty period may be billed separately.
11.4 අභිරුචිකරණ වගකීම: ලිඛිතව වෙනත් ආකාරයකින් සඳහන් කර නොමැති නම්, ලබා දෙන customizations සඳහා එකඟ වූ requirements වලට අනුකූල නොවන defects සඳහා දින 14ක bug-fix warranty එකක් ඇත. warranty කාලයෙන් පසු requirements වෙනස් කිරීම් හෝ නව ඉල්ලීම් සඳහා වෙනම ගාස්තු අය කළ හැක.
11.4 தனிப்பயனாக்க உத்தரவாதம்: எழுத்துப்பூர்வமாக வேறுவிதமாக குறிப்பிடப்படாவிட்டால், வழங்கப்பட்ட customizations க்கு ஒப்புக்கொள்ளப்பட்ட requirements க்கு எதிரான defects க்காக 14 நாள் bug-fix warranty வழங்கப்படும். warranty காலத்திற்குப் பிறகு requirements மாற்றங்கள் அல்லது புதிய கோரிக்கைகளுக்கு தனி கட்டணம் விதிக்கப்படலாம்.

11.5 Third-Party Services: Domains, hosting, SMS gateways, WhatsApp API services, payment gateways and other third-party services are separate charges unless expressly included in the applicable quotation. Third-party pricing and availability may change without control by ChiOX.
11.5 තුන්වන පාර්ශ්ව සේවා: domains, hosting, SMS gateways, WhatsApp API services, payment gateways සහ අනෙකුත් third-party services අදාළ quotation එකේ පැහැදිලිව ඇතුළත් කර නොමැති නම් වෙනම ගාස්තු වේ. ChiOX හි පාලනයෙන් බැහැරව third-party මිල ගණන් සහ ලබාගත හැකිභාවය වෙනස් විය හැක.
11.5 **மூன்றாம் தரப்பு சேவைகள்**: domains, hosting, SMS gateways, WhatsApp API services, payment gateways **மற்றும் பிற** third-party services **பொருந்தும்** quotation **இல் வெளிப்படையாக சேர்க்கப்படாவிட்டால் தனி கட்டணங்களாகும். மூன்றாம் தரப்பு விலைகள் மற்றும் கிடைப்புத்தன்மை** ChiOX **கட்டுப்பாட்டிற்கு வெளியே மாறலாம்.**

11.6 Step-by-Step Customization Payments: For multiple customization items, ChiOX may require payment step-by-step after each completed feature or milestone. If a completed item remains unpaid, ongoing and upcoming development may be paused until the outstanding amount is settled.
11.6 පියවරෙන් පියවර Customization ගෙවීම්: customization items කිහිපයක් තිබේ නම්, සෑම completed feature හෝ milestone එකකට පසුව පියවරෙන් පියවර ගෙවීම් ඉල්ලා සිටීමට ChiOX හට හැක. completed item එකකට ගෙවීමක් නොකර තිබේ නම්, හිඟ මුදල ගෙවන තෙක් ongoing සහ upcoming development නවතා දැමිය හැක.
11.6 **படிப்படியான** Customization **கட்டணங்கள்: பல** customization items **இருந்தால், ஒவ்வொரு** completed feature **அல்லது** milestone **க்குப் பிறகு படிப்படியாக கட்டணம் செலுத்த** ChiOX **கோரலாம். முடிக்கப்பட்ட** item **க்கு கட்டணம் செலுத்தப்படாமல் இருந்தால், நிலுவை தொகை செலுத்தப்படும் வரை** ongoing **மற்றும்** upcoming development **நிறுத்தப்படலாம்.**

11.7 Development Start Approval: Customization or development work begins only after written confirmation/approval through an accepted communication channel, such as email, WhatsApp or the ChiOX ticketing/support panel, and after the required advance payment is received.
11.7 Development ආරම්භ කිරීමේ අනුමැතිය: email, WhatsApp හෝ ChiOX ticketing/support panel වැනි පිළිගත් සන්නිවේදන මාර්ගයක් හරහා ලිඛිත confirmation/approval ලැබීමෙන් සහ අවශ්‍ය advance payment ලැබීමෙන් පසුව පමණක් customization හෝ development කාර්යය ආරම්භ කෙරේ.
11.7 Development **தொடக்க அனுமதி**: email, WhatsApp **அல்லது** ChiOX ticketing/support panel **போன்ற ஏற்றுக்கொள்ளப்பட்ட தொடர்பு வழியில் எழுத்துப்பூர்வ** confirmation/approval **பெறப்பட்டதும் மற்றும் தேவையான** advance payment **கிடைத்ததும் மட்டுமே** customization **அல்லது** development **வேலை தொடங்கும்.**

11.8 Testing & Acceptance: The Customer must review and test delivered features within 7 days of provision. If no material issue is reported within that period, the delivered feature will be considered accepted, subject to applicable warranty terms.
11.8 පරීක්ෂා කිරීම සහ පිළිගැනීම: ලබා දුන් features, ලබා දුන් දින සිට දින 7ක් ඇතුළත Customer විසින් review සහ test කළ යුතුය. එම කාලය තුළ වැදගත් ගැටලුවක් වාර්තා නොකළහොත්, අදාළ warranty terms වලට යටත්ව එම feature එක පිළිගත් බව සලකනු ලැබේ.
11.8 **சோதனை மற்றும் ஏற்றுக்கொள்ளுதல்: வழங்கப்பட்ட** features **ஐ** Customer **வழங்கப்பட்ட நாளிலிருந்து** 7 **நாட்களுக்குள் பரிசீலித்து சோதிக்க வேண்டும். அந்த காலத்திற்குள் முக்கியமான பிரச்சினை தெரிவிக்கப்படாவிட்டால், பொருந்தும்** warranty terms **க்கு உட்பட்டு அந்த** feature **ஏற்றுக்கொள்ளப்பட்டதாக கருதப்படும்.**

12. Customer Responsibilities | පාරිභෝගික වගකීම් | வாடிக்கையாளர் பொறுப்புகள்

12.1 Maintain accurate billing, contact and organization information.
නිවැරදි billing, contact සහ organization තොරතුරු පවත්වාගෙන යා යුතුය.
துல்லியமான billing, contact **மற்றும்** organization **தகவல்களை பராமரிக்க வேண்டும்.**

12.2 Monitor the subscription expiry/due date shown in the system and make full payment on time.
පද්ධතියේ පෙන්වන subscription expiry/due date නිරීක්ෂණය කර නියමිත වේලාවට සම්පූර්ණ ගෙවීම සිදු කළ යුතුය.
கணினியில் காட்டப்படும் subscription expiry/due date **ஐ கண்காணித்து, காலத்திற்குள் முழுமையான கட்டணம் செலுத்த வேண்டும்.**

12.3 Ensure sufficient funds and correct payment references when paying.
ගෙවීම් සිදු කරන විට ප්‍රමාණවත් මුදල් සහ නිවැරදි payment references ඇති බව තහවුරු කළ යුතුය.
கட்டணம் செலுத்தும் போது போதுமான நிதி மற்றும் சரியான payment references **இருப்பதை உறுதி செய்ய வேண்டும்.**

12.4 Keep user credentials secure and prevent unauthorized access.
පරිශීලක credentials ආරක්ෂිතව තබාගෙන අනවසර ප්‍රවේශය වැළැක්විය යුතුය.
பயனர் credentials **ஐ பாதுகாப்பாக வைத்திருந்து, அனுமதியற்ற அணுகலைத் தடுக்க வேண்டும்.**

12.5 Use the services only for lawful business purposes.
සේවාවන් නීත්‍යානුකූල ව්‍යාපාරික අරමුණු සඳහා පමණක් භාවිතා කළ යුතුය.
சேவைகளை சட்டபூர்வமான வணிக நோக்கங்களுக்காக மட்டுமே பயன்படுத்த வேண்டும்.

12.6 Provide reasonable cooperation for troubleshooting, verification, upgrades and support.
ගැටලු විසඳීම, verification, upgrades සහ support සඳහා සාධාරණ සහයෝගය ලබා දිය යුතුය.
Troubleshooting, verification, upgrades **மற்றும்** support **ஆகியவற்றிற்கு தேவையான நியாயமான ஒத்துழைப்பை வழங்க வேண்டும்.**

12.7 Nominate responsible staff and maintain internal knowledge transfer when employees change.
වගකිව යුතු කාර්ය මණ්ඩල සාමාජිකයන් නම් කර, සේවකයන් වෙනස් වන විට අභ්‍යන්තර දැනුම් හුවමාරුව පවත්වාගෙන යා යුතුය.
பொறுப்பான பணியாளர்களை நியமித்து, பணியாளர்கள் மாறும் போது உள்நாட்டு அறிவு பரிமாற்றத்தை பராமரிக்க வேண்டும்.

12.8 Maintain suitable internet connectivity, devices, printers/POS equipment and power where required for use of the service.
සේවාව භාවිතා කිරීමට අවශ්‍ය සුදුසු internet connectivity, devices, printers/POS equipment සහ power පහසුකම් පවත්වාගෙන යා යුතුය.
சேவையைப் பயன்படுத்த தேவையான internet connectivity, devices, printers/POS equipment **மற்றும் மின்சார வசதிகளை பராமரிக்க வேண்டும்.**

13. Provider Responsibilities | සේවා සපයන්නාගේ වගකීම් | சேவை வழங்குநரின் பொறுப்புகள்

13.1 Provide access to the subscribed CloudMa ERP services subject to this Agreement and payment status.
මෙම ගිවිසුම සහ ගෙවීම් තත්ත්වයට යටත්ව subscribed CloudMa ERP සේවාවන් වෙත ප්‍රවේශය ලබා දිය යුතුය.
இந்த ஒப்பந்தம் மற்றும் கட்டண நிலைக்கு உட்பட்டு subscribed CloudMa ERP **சேவைகளுக்கான அணுகலை வழங்க வேண்டும்.**

13.2 Maintain the service environment using reasonable operational and security practices.
සාධාරණ operational සහ security practices භාවිතා කරමින් service environment එක පවත්වාගෙන යා යුතුය.
நியாயமான operational **மற்றும்** security practices **ஐ பயன்படுத்தி** service environment **ஐ பராமரிக்க வேண்டும்.**

13.3 Provide standard support according to the agreed service level.
එකඟ වූ service level අනුව standard support ලබා දිය යුතුය.
ஒப்புக்கொள்ளப்பட்ட service level **இன் படி** standard support **வழங்க வேண்டும்.**

13.4 Maintain standard system updates and patches where included in the subscription.
subscription එකට ඇතුළත් වන standard system updates සහ patches පවත්වාගෙන යා යුතුය.
subscription **இல் சேர்க்கப்பட்டுள்ள** standard system updates **மற்றும்** patches **ஐ பராமரிக்க வேண்டும்**.

13.5 Maintain routine backups according to ChiOX's operational backup policy.
ChiOX හි operational backup policy අනුව routine backups පවත්වාගෙන යා යුතුය.
ChiOX **இன்** operational backup policy **இன் படி** routine backups **ஐ பராமரிக்க வேண்டும்**.

13.6 Communicate material commercial or service changes through reasonable available channels.
වැදගත් commercial හෝ service changes සාධාරණව ලබාගත හැකි සන්නිවේදන මාර්ග හරහා දැනුම් දිය යුතුය.
முக்கியமான commercial **அல்லது** service changes **கிடைக்கக்கூடிய நியாயமான தொடர்பு வழிகளின் மூலம் அறிவிக்கப்பட வேண்டும்**.

14. System Availability and Service Interruptions | පද්ධති ලබාගත හැකිභාවය සහ සේවා බාධා | கணினி கிடைக்கும் நிலை மற்றும் சேவை இடையூறுகள்

14.1 ChiOX will use reasonable efforts to maintain service availability. However, continuous uninterrupted availability cannot be guaranteed.
ChiOX සේවා ලබාගත හැකිභාවය පවත්වා ගැනීමට සාධාරණ උත්සාහයන් දරනු ඇත. කෙසේ වෙතත්, අඛණ්ඩ හා බාධාවකින් තොර සේවා ලබාගත හැකිභාවය සහතික කළ නොහැක.
ChiOX **சேவை கிடைக்கும் நிலையை பராமரிக்க நியாயமான முயற்சிகளை மேற்கொள்ளும்**. **இருப்பினும், தொடர்ச்சியான மற்றும் இடையூறு இல்லாத சேவை கிடைக்கும் நிலையை உத்தரவாதம் செய்ய முடியாது**.

14.2 Service interruptions may occur due to scheduled maintenance, emergency maintenance, hosting/infrastructure issues, telecommunications failures, third-party services, security events, force majeure, or other circumstances beyond ChiOX's reasonable control.
Scheduled maintenance, emergency maintenance, hosting/infrastructure issues, telecommunications failures, third-party services, security events, force majeure හෝ ChiOX හි සාධාරණ පාලනයෙන් බැහැර වෙනත් තත්ත්වයන් හේතුවෙන් සේවා බාධා ඇති විය හැක.
Scheduled maintenance, emergency maintenance, hosting/infrastructure issues, telecommunications failures, third-party services, security events, force majeure **அல்லது** ChiOX **இன் நியாயமான கட்டுப்பாட்டிற்கு அப்பாற்பட்ட பிற சூழ்நிலைகள் காரணமாக சேவை இடையூறுகள் ஏற்படலாம்**.

14.3 Planned maintenance may be communicated where reasonably practicable.
හැකිතාක් සාධාරණ ලෙස ක්‍රියාත්මක කළ හැකි අවස්ථාවලදී planned maintenance පිළිබඳව දැනුම් දිය හැක.
நியாயமாக செயல்படுத்தக்கூடிய இடங்களில் planned maintenance **குறித்து அறிவிக்கப்படலாம்**.

14.4 Payment suspension under Section 7 is a contractual access-control event and is separate from technical service availability.
Section 7 යටතේ ගෙවීම් නොකිරීම හේතුවෙන් සිදුකරන suspension එක ගිවිසුම්ගත access-control ක්‍රියාවක් වන අතර එය technical service availability වෙතින් වෙනස් වේ.
Section 7 **இன் கீழ் கட்டணம் செலுத்தாததனால் ஏற்படும்** suspension **ஒரு ஒப்பந்த அடிப்படையிலான** access-control **நடவடிக்கையாகும்; இது** technical service availability **இலிருந்து தனித்துவமானது**.

15. Customizations and Out-of-Scope Services | අභිරුචිකරණ සහ විෂය පථයෙන් පිටත සේවා | தனிப்பயனாக்கங்கள் மற்றும் சேவை வரம்பிற்கு வெளியான சேவைகள்

15.1 Customizations are not included unless expressly stated in the Customer's package, quotation or written agreement.
15.1 Customer package, quotation හෝ written agreement එකේ පැහැදිලිව ඇතුළත් කර නොමැති නම් Customizations included නොවේ.
15.1 Customer package, quotation அல்லது written agreement இல் வெளிப்படையாக சேர்க்கப்படாவிட்டால் Customizations included அல்ல.

15.2 Custom work will be scoped, estimated/quoted and approved before development where applicable.
15.2 අදාළ අවස්ථාවලදී custom work එක development ආරම්භ කිරීමට පෙර scope, estimate/quotation සහ approval ලබාගත යුතුය.
15.2 பொருந்தும் போது custom work development தொடங்குவதற்கு முன் scope, estimate/quotation மற்றும் approval பெறப்பட வேண்டும்.

15.3 Changes to approved requirements, additional revisions, new workflows, additional reports, integrations, special configurations, data work, migration, re-training or similar work may incur additional charges.
15.3 approved requirements වෙනස් කිරීම, additional revisions, new workflows, additional reports, integrations, special configurations, data work, migration, re-training හෝ සමාන වැඩ සඳහා අමතර ගාස්තු අය කළ හැක.
15.3 approved requirements மாற்றங்கள், additional revisions, new workflows, additional reports, integrations, special configurations, data work, migration, re-training அல்லது இதுபோன்ற வேலைகளுக்கு கூடுதல் கட்டணம் விதிக்கப்படலாம்.

15.4 A previous free customization or goodwill service does not make future customizations free.
15.4 කලින් නොමිලේ ලබාදුන් customization හෝ goodwill service එකක් නිසා අනාගත customizations නොමිලේ වන්නේ නැත.
15.4 முன்பு இலவசமாக வழங்கிய customization அல்லது goodwill service காரணமாக எதிர்கால customizations இலவசமாகாது.

15.5 Fault correction for a customization developed by ChiOX against the agreed requirements will be addressed according to the applicable support/customization terms; changes to the original requirements are chargeable.
15.5 ChiOX විසින් agreed requirements අනුව develop කළ customization එකක defect correction අදාළ support/customization terms අනුව සිදු කෙරේ; original requirements වෙනස් කිරීම් chargeable වේ.
15.5 ChiOX agreed requirements படி develop செய்த customization இன் defect correction applicable support/customization terms படி செய்யப்படும்; original requirements மாற்றங்கள் chargeable ஆகும்.

16. Data Protection, Backups and Customer Data | දත්ත ආරක්ෂාව, බැකප් සහ පාරිභෝගික දත්ත | தரவு பாதுகாப்பு, காப்புப்பிரதிகள் மற்றும் வாடிக்கையாளர் தரவு

16.1 Customer business data remains the Customer's data. CloudMa ERP software, platform, source code, architecture, proprietary methods and intellectual property remain the property of ChiOX or the relevant rights holder.
16.1 Customer business data Customer ගේ දත්ත ලෙස පවතී. CloudMa ERP software, platform, source code, architecture, proprietary methods සහ intellectual property ChiOX හෝ අදාළ rights holder සතු දේ ලෙස පවතී.
16.1 Customer business data Customer இன் தரவாகவே இருக்கும். CloudMa ERP software, platform, source code, architecture, proprietary methods மற்றும் intellectual property ChiOX அல்லது தொடர்புடைய rights holder இன் சொத்தாகவே இருக்கும்.

16.2 ChiOX will use reasonable technical and organizational measures for protection of hosted data, including access controls and routine backups according to its operational policies.
16.2 hosted data ආරක්ෂා කිරීම සඳහා access controls සහ operational policies අනුව routine backups ඇතුළුව සාධාරණ technical සහ organizational measures ChiOX භාවිතා කරයි.
16.2 hosted data பாதுகாப்பிற்காக access controls மற்றும் operational policies படி routine backups உட்பட நியாயமான technical மற்றும் organizational measures ஐ ChiOX பயன்படுத்தும்.

16.3 The Customer is responsible for the accuracy and legality of data entered into the system and for maintaining appropriate internal controls over user access.
16.3 system එකට ඇතුළත් කරන data හි accuracy සහ legality සඳහාත් user access සඳහා සුදුසු internal controls පවත්වාගෙන යාම සඳහාත් Customer වගකිව යුතුය.
16.3 system இல் உள்ளிடப்படும் data இன் accuracy மற்றும் legality க்கும் user access மீது பொருத்தமான internal controls பராமரிப்பதற்கும் Customer பொறுப்பு.

16.4 The Customer should not treat the ERP system as the sole repository of irreplaceable business records. Where required, the Customer should request appropriate data exports/backups in accordance with available services.
16.4 ERP system එක irreplaceable business records සඳහා එකම repository එක ලෙස පමණක් සැලකිය යුතු නොවේ. අවශ්‍ය විට available services අනුව සුදුසු data exports/backups Customer විසින් ඉල්ලා ලබාගත යුතුය.
16.4 ERP system ஐ மாற்ற முடியாத business records க்கான ஒரே repository ஆக மட்டும் கருதக்கூடாது. தேவையான போது available services படி பொருத்தமான data exports/backups ஐ Customer கோர வேண்டும்.

17. Suspension, Termination and Outstanding Amounts | අත්හිටුවීම, අවසන් කිරීම සහ හිඟ මුදල් | இடைநிறுத்தம், முடித்தல் மற்றும் நிலுவைத் தொகைகள்

17.1 Either party may terminate the Agreement by giving 30 days' written notice, unless a different notice period is expressly agreed in writing.
17.1 ලිඛිතව වෙනත් notice period එකක් එකඟ වී නොමැති නම්, ඕනෑම පාර්ශ්වයකට දින 30ක written notice එකකින් Agreement එක terminate කළ හැක.
17.1 வேறுபட்ட notice period எழுத்துப்பூர்வமாக ஒப்புக்கொள்ளப்படாவிட்டால், எந்தப் பக்கமும் 30 நாள் written notice மூலம் Agreement ஐ terminate செய்யலாம்.

17.2 ChiOX may suspend access immediately where payment is overdue or where necessary to protect the service, system, data, security, legal compliance or other legitimate operational interests.
17.2 payment overdue වූ විට හෝ service, system, data, security, legal compliance හෝ legitimate operational interests ආරක්ෂා කිරීමට අවශ්‍ය විට ChiOX හට access වහාම suspend කළ හැක.
17.2 payment overdue **ஆக இருந்தால் அல்லது** service, system, data, security, legal compliance **அல்லது** legitimate operational interests **பாதுகாக்க தேவையான போது** ChiOX access **ஐ உடனடியாக** suspend **செய்யலாம்**.

17.3 Termination does not cancel amounts already incurred. The Customer remains responsible for all subscription fees and other charges accrued up to the effective termination date.
17.3 termination මගින් දැනටමත් ඇති වූ මුදල්/ගාස්තු අවලංගු නොවේ. effective termination date දක්වා accrued වූ සියලු subscription fees සහ වෙනත් charges සඳහා Customer වගකිව යුතුය.
17.3 termination **ஏற்கனவே ஏற்பட்ட தொகைகள்/கட்டணங்களை ரத்து செய்யாது**. effective termination date **வரை** accrued **ஆன அனைத்து** subscription fees **மற்றும் பிற** charges **க்கு** Customer **பொறுப்பு**.

17.4 Upon termination, the Customer must cease using CloudMa ERP after the service end date.
17.4 termination වූ පසු service end date එකෙන් පසු Customer CloudMa ERP භාවිතය නවතා දැමිය යුතුය.
17.4 termination **பின்** service end date **க்கு பிறகு** Customer CloudMa ERP **பயன்படுத்துவதை நிறுத்த வேண்டும்**.

17.5 Data export may be provided upon written request and may be subject to reasonable service charges depending on data volume, format, complexity, urgency and required processing.
17.5 written request එකක් මත data export ලබාදිය හැකි අතර data volume, format, complexity, urgency සහ required processing අනුව සාධාරණ service charges අය කළ හැක.
17.5 written request **அடிப்படையில்** data export **வழங்கப்படலாம்**; data volume, format, complexity, urgency **மற்றும்** required processing **அடிப்படையில் நியாயமான** service charges **இருக்கலாம்**.

17.6 Where outstanding amounts remain unpaid, ChiOX may withhold non-essential post-termination services, including chargeable data processing/export work, to the extent permitted by applicable law and the agreed terms.
17.6 හිඟ මුදල් නොගෙවා තිබේ නම්, අදාළ නීතිය සහ එකඟ වූ terms මගින් අවසර දෙන සීමාව තුළ chargeable data processing/export work ඇතුළු non-essential post-termination services ChiOX විසින් ලබා නොදී සිටිය හැක.
17.6 **நிலுவை தொகைகள் செலுத்தப்படாமல் இருந்தால்**, applicable law **மற்றும்** agreed terms **அனுமதிக்கும் வரம்பில்** chargeable data processing/export work **உட்பட** non-essential post-termination services **ஐ** ChiOX **வழங்காமல் இருக்கலாம்**.

18. Reactivation After Suspension | අත්හිටුවීමෙන් පසු නැවත සක්‍රීය කිරීම | இடைநிறுத்தத்திற்குப் பிறகு மீள்செயல்படுத்தல்

18.1 Reactivation requires verification that all outstanding amounts required for reactivation have been fully settled.
18.1 reactivation සඳහා අවශ්‍ය සියලු outstanding amounts සම්පූර්ණයෙන් settle කර ඇති බව verify කළ යුතුය.
18.1 reactivation **க்கு தேவையான அனைத்து** outstanding amounts **முழுமையாக** settle **செய்யப்பட்டுள்ளன என்பதை** verify **செய்ய வேண்டும்**.

18.2 Reactivation processing time may depend on payment verification, bank/payment gateway confirmation, system processing and the nature of the suspension.
18.2 reactivation processing time payment verification, bank/payment gateway confirmation, system processing සහ suspension හි ස්වභාවය මත වෙනස් විය හැක.
18.2 reactivation processing time payment verification, bank/payment gateway confirmation, system processing **மற்றும்** suspension **இன் தன்மை ஆகியவற்றைப் பொறுத்து மாறலாம்**.

18.3 No temporary activation is guaranteed while payment is pending or partially settled.
18.3 payment pending හෝ partial settlement තත්ත්වයකදී temporary activation guarantee නොවේ.
18.3 payment pending அல்லது partial settlement நிலையில் temporary activation உத்தரவாதமில்லை.

19. Changes to Packages, Features and Service Structure | පැකේජ, විශේෂාංග සහ සේවා ව්‍යුහ වෙනස්කම් | தொகுப்புகள், அம்சங்கள் மற்றும் சேவை அமைப்பு மாற்றங்கள்

19.1 ChiOX may improve, modify, replace or retire features, modules, interfaces, infrastructure or service components from time to time.
19.1 ChiOX හට features, modules, interfaces, infrastructure හෝ service components කාලයෙන් කාලයට improve, modify, replace හෝ retire කළ හැක.
19.1 ChiOX காலத்திற்கேற்ப features, modules, interfaces, infrastructure அல்லது service components ஐ improve, modify, replace அல்லது retire செய்யலாம்.

19.2 Where a change materially affects the Customer's subscribed service, ChiOX will use reasonable efforts to communicate the change.
19.2 change එක Customer ගේ subscribed service එකට සැලකිය යුතු බලපෑමක් ඇති කරන්නේ නම් ChiOX සාධාරණ උත්සාහයකින් එය දැනුම් දෙනු ඇත.
19.2 மாற்றம் Customer இன் subscribed service ஐ materially பாதித்தால் ChiOX நியாயமான முயற்சியுடன் மாற்றத்தை அறிவிக்கும்.

19.3 Commercial package structures, limits, add-ons and prices may be revised under the applicable commercial provisions of this Agreement.
19.3 මෙම Agreement හි අදාළ commercial provisions අනුව package structures, limits, add-ons සහ prices වෙනස් කළ හැක.
19.3 இந்த Agreement இன் applicable commercial provisions படி package structures, limits, add-ons மற்றும் prices மாற்றப்படலாம்.

20. Limitation of Liability | වගකීම් සීමා කිරීම | பொறுப்பு வரம்பு

20.1 To the maximum extent permitted by applicable law, ChiOX will not be liable for indirect, incidental, special, punitive or consequential losses, including loss of profit, revenue, anticipated savings, business opportunity or goodwill.
20.1 අදාළ නීතියෙන් උපරිමයෙන් අවසර දෙන සීමාව තුළ, profit, revenue, anticipated savings, business opportunity හෝ goodwill loss ඇතුළු indirect, incidental, special, punitive හෝ consequential losses සඳහා ChiOX වගකිව යුතු නොවේ.
20.1 பொருந்தும் சட்டம் அனுமதிக்கும் அதிகபட்ச வரம்பில், profit, revenue, anticipated savings, business opportunity அல்லது goodwill loss உட்பட indirect, incidental, special, punitive அல்லது consequential losses க்கு ChiOX பொறுப்பல்ல.

20.2 To the maximum extent permitted by applicable law, ChiOX's aggregate liability arising from this Agreement will be limited to the subscription fees actually paid by the Customer during the three (3) months immediately preceding the event giving rise to the claim.
20.2 අදාළ නීතියෙන් උපරිමයෙන් අවසර දෙන සීමාව තුළ, මෙම Agreement යටතේ ChiOX හි aggregate liability එක claim එකට හේතු වූ සිද්ධියට පෙර වහාම ඇති මාස තුන තුළ Customer විසින් ඇත්ත වශයෙන් ගෙවූ subscription fees දක්වා සීමා වේ.
20.2 பொருந்தும் சட்டம் அனுமதிக்கும் அதிகபட்ச வரம்பில், இந்த Agreement இன் கீழ் ChiOX இன் aggregate liability claim ஏற்படுத்திய நிகழ்வுக்கு முன் உடனடியாக இருந்த மூன்று மாதங்களில் Customer உண்மையில் செலுத்திய subscription fees வரை மட்டுப்படுத்தப்படும்.

20.3 Nothing in this Agreement is intended to exclude or limit liability that cannot lawfully be excluded or limited under applicable law.
20.3 අදාළ නීතිය යටතේ නීත්‍යානුකූලව exclude හෝ limit කළ නොහැකි liability එකක් මෙම Agreement මගින් exclude/limit කිරීමට අදහස් නොකරයි.
20.3 applicable law **கீழ் சட்டபூர்வமாக** exclude **அல்லது** limit **செய்ய முடியாத** liability **ஐ இந்த** Agreement exclude/limit **செய்யாது**.

21. Force Majeure | සාධාරණ පාලනයෙන් ඔබ්බට සිදුවන බලපෑම් | கட்டுப்பாட்டிற்கு அப்பாற்பட்ட நிகழ்வுகள் (Force Majeure)

Neither party will be responsible for delay or failure caused by events beyond reasonable control, including natural disasters, war, civil disturbance, government action, major telecommunications failures, widespread infrastructure outages, cyber incidents, pandemic-related restrictions, or failures of critical third-party providers.
natural disasters, war, civil disturbance, government action, major telecommunications failures, widespread infrastructure outages, cyber incidents, pandemic-related restrictions හෝ critical third-party providers ගේ failures වැනි සාධාරණ පාලනයෙන් බැහැර සිදුවීම් නිසා ඇතිවන delay හෝ failure සඳහා කිසිදු පාර්ශ්වයක් වගකිව යුතු නොවේ.
natural disasters, war, civil disturbance, government action, major telecommunications failures, widespread infrastructure outages, cyber incidents, pandemic-related restrictions **அல்லது** critical third-party providers **இன்** failures **போன்ற நியாயமான கட்டுப்பாட்டிற்கு அப்பாற்பட்ட நிகழ்வுகளால் ஏற்படும்** delay **அல்லது** failure **க்கு எந்தப் பக்கமும் பொறுப்பல்ல**.

22. Notices and Communication | දැනුම්දීම් සහ සන්නිවේදනය |அறிவிப்புகள் மற்றும் தொடர்பு

22.1 Commercial and service communications may be sent through email, invoice, customer portal, system notification, support portal, telephone, messaging or other reasonable channels using the contact information supplied by the Customer.
22.1 Customer විසින් ලබාදුන් contact information භාවිතා කර email, invoice, customer portal, system notification, support portal, telephone, messaging හෝ වෙනත් සාධාරණ channels හරහා commercial/service communications යැවිය හැක.
22.1 Customer **வழங்கிய** contact information **ஐ பயன்படுத்தி** email, invoice, customer portal, system notification, support portal, telephone, messaging **அல்லது பிற நியாயமான வழிகளில்** commercial/service communications **அனுப்பப்படலாம்**.

22.2 The Customer must promptly notify ChiOX of changes to its billing contact, email, telephone number or authorized representative.
22.2 billing contact, email, telephone number හෝ authorized representative වෙනස් වුවහොත් Customer වහාම ChiOX වෙත දැනුම් දිය යුතුය.
22.2 billing contact, email, telephone number **அல்லது** authorized representative **மாறினால்** Customer **உடனடியாக** ChiOX **க்கு அறிவிக்க வேண்டும்**.

22.3 The Customer accepts responsibility for reviewing invoices, system notices and commercial communications relevant to its subscription.
22.3 subscription එකට අදාළ invoices, system notices සහ commercial communications පරීක්ෂා කිරීම Customer ගේ වගකීම බව Customer පිළිගනී.
22.3 subscription **தொடர்பான** invoices, system notices **மற்றும்** commercial communications **ஐ பரிசீலிப்பது** Customer **இன் பொறுப்பு என்பதை** Customer **ஏற்றுக்கொள்கிறார்**.

23. Governing Law and Jurisdiction | අදාළ නීතිය සහ අධිකරණ බලය | பொருந்தும் சட்டம் மற்றும் நீதித்துறை அதிகாரம்

This Agreement shall be governed by the laws of Sri Lanka. Subject to applicable law, disputes shall be subject to the jurisdiction of the competent courts of Sri Lanka, including the courts having jurisdiction in Colombo where applicable.
මෙම Agreement ශ්‍රී ලංකාවේ නීති අනුව පාලනය වේ. අදාළ නීතියට යටත්ව disputes ශ්‍රී ලංකාවේ competent courts වෙත, අදාළ අවස්ථාවල Colombo jurisdiction සහිත courts ඇතුළුව, යටත් වේ.
இந்த Agreement இலங்கை சட்டங்களால் நிர்வகிக்கப்படுகிறது. பொருந்தும் சட்டத்திற்கு உட்பட்டு disputes இலங்கையின் competent courts, பொருந்தும் போது Colombo jurisdiction கொண்ட courts, முன் கொண்டு செல்லப்படும்.

24. Entire Agreement and Precedence | සම්පූර්ණ ගිවිසුම සහ ප්‍රමුඛත්වය | முழு ஒப்பந்தம் மற்றும் முன்னுரிமை

24.1 This Agreement, together with the applicable quotation, package schedule, order confirmation and written amendments expressly incorporated into it, constitutes the agreement between the parties regarding the CloudMa ERP subscription.
24.1 මෙම Agreement, applicable quotation, package schedule, order confirmation සහ එයට පැහැදිලිව ඇතුළත් written amendments සමඟ CloudMa ERP subscription සම්බන්ධ පාර්ශ්වයන්ගේ සම්පූර්ණ එකඟතාවය වේ.
24.1 இந்த Agreement, applicable quotation, package schedule, order confirmation மற்றும் அதில் வெளிப்படையாக இணைக்கப்பட்ட written amendments ஆகியவை CloudMa ERP subscription குறித்த பக்கங்களின் முழு ஒப்பந்தமாகும்.

24.2 If there is a conflict between documents, the following order will apply unless expressly agreed otherwise in writing: (1) signed amendment, (2) this Agreement, (3) signed quotation/order confirmation, (4) other written commercial communications.
24.2 documents අතර conflict එකක් ඇත්නම්, ලිඛිතව වෙනත් ආකාරයකට එකඟ වී නොමැති නම් precedence: (1) signed amendment, (2) මෙම Agreement, (3) signed quotation/order confirmation, (4) අනෙකුත් written commercial communications වේ.
24.2 ஆவணங்களுக்கு இடையில் conflict இருந்தால், எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால் முன்னுரிமை: (1) signed amendment, (2) இந்த Agreement, (3) signed quotation/order confirmation, (4) பிற written commercial communications.

24.3 Verbal statements or informal discussions do not amend this Agreement unless confirmed in writing by an authorized representative of ChiOX.
24.3 ChiOX හි authorized representative කෙනෙකු විසින් ලිඛිතව තහවුරු නොකළ verbal statements හෝ informal discussions මගින් මෙම Agreement වෙනස් නොවේ.
24.3 ChiOX இன் authorized representative எழுத்துப்பூர்வமாக உறுதிப்படுத்தாவிட்டால் verbal statements அல்லது informal discussions இந்த Agreement ஐ மாற்றாது.

25. Customer Acknowledgement of Key Commercial Rules | ප්‍රධාන වාණිජ නියමයන් පිළිබඳ පාරිභෝගික පිළිගැනීම | முக்கிய வர்த்தக விதிமுறைகளை வாடிக்கையாளர் உறுதிப்படுத்தல்

CUSTOMER CONFIRMS පාරිභෝගිකයා තහවුරු කරයි **வாடிக்கையாளர் உறுதிப்படுத்துகிறார்**	**YES** ඔව් **ஆம்**
I understand that the monthly/annual subscription is a paid recurring service. මාසික/වාර්ෂික subscription එක ගෙවිය යුතු අඛණ්ඩ සේවාවක් බව මම අවබෝධ කරමි. மாதாந்திர/வருடாந்திர subscription ஒரு கட்டணம் செலுத்த வேண்டிய தொடர்ச்சியான சேவை என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that the applicable price may change due to actual business/economic conditions and other service costs. සැබෑ ව්‍යාපාරික/ආර්ථික තත්ත්වයන් සහ අනෙකුත් සේවා වියදම් හේතුවෙන් අදාළ මිල වෙනස් විය හැකි බව මම අවබෝධ කරමි. உண்மையான வணிக/பொருளாதார நிலைமைகள் மற்றும் சேவை செலவுகளால் பொருந்தும் விலை மாறலாம் என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that the expiry/due date is displayed in the system and I am responsible for monitoring it. expiry/due date එක system එක තුළ පෙන්වන අතර එය නිරීක්ෂණය කිරීම මගේ වගකීම බව මම අවබෝධ කරමි. expiry/due date system இல் காட்டப்படுகிறது; அதை கண்காணிப்பது என் பொறுப்பு என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that full payment is required to maintain active access. active access පවත්වා ගැනීම සඳහා සම්පූර්ණ ගෙවීම අවශ්‍ය බව මම අවබෝධ කරමි. active access க்கு முழுக் கட்டணம் தேவை என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that overdue balances may result in full system/access suspension or blocking. හිඟ මුදල් හේතුවෙන් සම්පූර්ණ system/access suspension හෝ blocking සිදුවිය හැකි බව මම අවබෝධ කරමි. நிலுவை தொகைகள் full system/access suspension அல்லது blocking ஏற்படுத்தலாம் என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that there is no automatic grace period or temporary activation after expiry. expiry එකෙන් පසු automatic grace period හෝ temporary activation නොමැති බව මම අවබෝධ කරමි. expiry க்கு பிறகு automatic grace period அல்லது temporary activation இல்லை என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that partial payment does not automatically restore access. partial payment මගින් access එක ස්වයංක්‍රීයව නැවත ලබා නොදෙන බව මම අවබෝධ කරමි. partial payment மூலம் access தானாக மீள வழங்கப்படாது என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that free waivers/concessions are discretionary and are not a permanent entitlement. free waivers/concessions යනු ChiOX හි අභිමතය මත ලබාදෙන සහනයක් වන අතර ස්ථිර අයිතිවාසිකමක් නොවන බව මම අවබෝධ කරමි. free waivers/concessions என்பது ChiOX இன் விருப்பத்திற்குட்பட்டது; நிரந்தர உரிமை அல்ல என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that out-of-scope services, additional training and customizations may be charged separately. out-of-scope services, additional training සහ customizations සඳහා වෙනම ගාස්තු අය කළ හැකි බව මම අවබෝධ කරමි. out-of-scope services, additional training மற்றும் customizations க்கு தனி கட்டணம் இருக்கலாம் என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that implementation/setup/customization/project work requires a minimum 70% advance unless ChiOX agrees otherwise in writing. implementation/setup/customization/project work සඳහා ChiOX විසින් ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම් අවම වශයෙන් 70% advance ගෙවීම අවශ්‍ය බව මම අවබෝධ කරමි. implementation/setup/customization/project work க்கு குறைந்தது 70% advance தேவை என்பதை புரிந்துகொள்கிறேன்.	☐
I understand that the remaining project balance must be settled before final handover/deployment unless otherwise agreed in writing. වෙනත් ආකාරයකට ලිඛිතව එකඟ නොවන්නේ නම්, final handover/deployment කිරීමට පෙර ඉතිරි project balance ගෙවා අවසන් කළ යුතු බව මම අවබෝධ කරමි. மீதமுள்ள project balance final handover/deployment க்கு முன் செலுத்தப்பட வேண்டும் என்பதை புரிந்துகொள்கிறேன்.	☐

I understand that all prices and charges mentioned in quotations, invoices and this Agreement may be changed by ChiOX based on applicable commercial conditions. quotations, invoices සහ මෙම Agreement හි සඳහන් සියලුම මිල සහ ගාස්තු අදාළ වාණිජ තත්ත්වයන් අනුව ChiOX විසින් වෙනස් කළ හැකි බව මම අවබෝධ කරමි. quotations, invoices மற்றும் இந்த Agreement இல் உள்ள அனைத்து விலைகள் மற்றும் கட்டணங்கள் பொருந்தும் வர்த்தக நிலைமைகளின் அடிப்படையில் மாறலாம் என்பதை புரிந்துகொள்கிறேன்.	☐

26. Execution and Signatures | අත්සන් සහ ගිවිසුම ක්‍රියාත්මක කිරීම | நிறைவேற்றல் மற்றும் கையொப்பங்கள்

By signing below, the parties confirm that they have read, understood and agreed to the terms of this ERP Service Agreement, including the payment, pricing revision, expiry, suspension, no-grace-period and additional-charge provisions.

පහතින් අත්සන් කිරීමෙන් පාර්ශ්වයන් මෙම ERP Service Agreement හි payment, pricing revision, expiry, suspension, no-grace-period සහ additional-charge provisions ඇතුළු සියලුම නියමයන් කියවා, අවබෝධ කරගෙන, එකඟ වූ බව තහවුරු කරයි.

கீழே கையொப்பமிடுவதன் மூலம், payment, pricing revision, expiry, suspension, no-grace-period மற்றும் additional-charge provisions உட்பட இந்த ERP Service Agreement இன் அனைத்து விதிகளையும் வாசித்து, புரிந்து கொண்டு, ஏற்றுக்கொண்டதை பக்கங்கள் உறுதிப்படுத்துகின்றன.

CUSTOMER / ORGANIZATION පාරිභෝගිකයා / ආයතනය **வாடிக்கையாளர் / நிறுவனம்**	**SERVICE PROVIDER — CHIOX SOFTWARE SOLUTION (PVT) LTD** සේවා සපයන්නා — **CHIOX SOFTWARE SOLUTION (PVT) LTD** **சேவை வழங்குநர் — CHIOX SOFTWARE SOLUTION (PVT) LTD**
Authorized Person Name/ බලයලත් පුද්ගලයාගේ නම/ **அங்கீகரிக்கப்பட்ட நபரின் பெயர்**: Position/ තනතුර/ **பதவி**: Signature/ අත්සන/ **கையொப்பம்**: Date/ දිනය/ **தேதி**:	Authorized Person: Chief Executive Officer බලයලත් පුද්ගලයා: ප්‍රධාන විධායක නිලධාරී **அங்கீகரிக்கப்பட்ட நபர்: தலைமை நிர்வாக அதிகாரி** Name: MR. C.S. SANDAKANMINA නම: MR. C.S. SANDAKANMINA **பெயர்**: MR. C.S. SANDAKANMINA Signature: _____ අත්සන: _____ **கையொப்பம்**: _____ Date: _____ දිනය: _____ **தேதி**: _____
Company Stamp / Rubber Seal: සමාගම් මුද්‍රාව / රබර් මුද්‍රාව: **நிறுவன முத்திரை / ரப்பர் முத்திரை**:	Company Stamp / Rubber Seal: CHIOX SOFTWARE SOLUTION (PVT) LTD සමාගම් මුද්‍රාව / රබර් මුද්‍රාව: CHIOX SOFTWARE SOLUTION (PVT) LTD **நிறுவன முத்திரை / ரப்பர் முத்திரை**: CHIOX SOFTWARE SOLUTION (PVT) LTD PV00279193

27. Customer Billing & Service Setup | පාරිභෝගික බිල්පත් සහ සේවා සැකසුම් | வாடிக்கையாளர் பில்லிங் மற்றும் சேவை அமைப்பு

FIELD ක්ෂේත්‍රය புலம்	CUSTOMER DETAILS පාරිභෝගික විස්තර வாடிக்கையாளர் விவரங்கள்
Selected Package තෝරාගත් පැකේජය தேர்ந்தெடுக்கப்பட்ட தொகுப்பு	☐ Basic ☐ Standard ☐ Platinum ☐ Other: _____ ☐ මූලික ☐ සම්මත ☐ ප්ලැටිනම් ☐ වෙනත්: _____ ☐ அடிப்படை ☐ நிலையான ☐ பிளாட்டினம் ☐ பிற: _____
Billing Cycle බිල්පත් චක්‍රය பில்லிங் சுழற்சி	☐ Monthly ☐ Annual ☐ මාසික ☐ වාර්ෂික ☐ மாதாந்திர ☐ வருடாந்திர
Monthly / Annual Fee මාසික / වාර්ෂික ගාස්තුව மாதாந்திர / வருடாந்திர கட்டணம்	LKR _____ LKR _____ LKR _____
Additional Users අමතර පරිශීලකයින් கூடுதல் பயனர்கள்	LKR _____ LKR _____ LKR _____
Additional Warehouses / Locations අමතර ගබඩා / ස්ථාන கூடுதல் கிடங்குகள் / இடங்கள்	LKR _____ LKR _____ LKR _____
Additional Storage අමතර ගබඩා ඉඩ கூடுதல் சேமிப்பு	LKR _____ LKR _____ LKR _____
Other Recurring Charges වෙනත් පුනරාවර්තන ගාස්තු பிற தொடர்ச்சியான கட்டணங்கள்	LKR _____ LKR _____ LKR _____
Applicable Taxes / Charges අදාළ බදු / ගාස්තු பொருந்தும் வரிகள் / கட்டணங்கள்	LKR _____ LKR _____ LKR _____
Subscription Expiry / Due Date දායකත්ව කල් ඉකුත්වන / ගෙවිය යුතු දිනය சந்தா காலாவதி / செலுத்த வேண்டிய தேதி	LKR _____ LKR _____ LKR _____
Billing Contact Name බිල්පත් සම්බන්ධතා නම பில்லிங் தொடர்பு பெயர்	LKR _____ LKR _____ LKR _____
Billing Contact Number / Email බිල්පත් සම්බන්ධතා අංකය / විද්‍යුත් තැපෑල பில்லிங் தொடர்பு எண் / மின்னஞ்சல்	LKR _____ LKR _____ LKR _____

28. Additional Customer Concerns & Service Clarifications | අතිරේක පාරිභෝගික කරුණු සහ සේවා පැහැදිලි කිරීම් | கூடுதல் வாடிக்கையாளர் விடயங்கள் மற்றும் சேவை விளக்கங்கள்

28.1 System Discontinuation / Termination Notice

28.1 පද්ධතිය නවතා දැමීම / අවසන් කිරීමේ දැනුම්දීම

28.1 கணினி சேவையை நிறுத்துதல் / முடித்தல் அறிவிப்பு

28.1 If the Customer wishes to stop, discontinue or terminate CloudMa ERP, the Customer must submit a written termination request/letter to ChiOX. Mere non-use, non-login or verbal notice to a staff member is not formal termination. Accrued charges remain payable.
28.1 Customer CloudMa ERP නවතා දැමීමට හෝ terminate කිරීමට කැමති නම් ChiOX වෙත written termination request/letter එකක් ඉදිරිපත් කළ යුතුය. system භාවිතා නොකිරීම, login නොවීම හෝ staff member කෙනෙකුට verbal notice දීම පමණක් formal termination නොවේ. ඒ වන විට accrued වූ charges ගෙවිය යුතුය.
28.1 Customer CloudMa ERP நிறுத்த அல்லது terminate செய்ய விரும்பினால் ChiOX க்கு written termination request/letter சமர்ப்பிக்க வேண்டும். system பயன்படுத்தாமை, login செய்யாமை அல்லது staff member க்கு verbal notice வழங்குவது மட்டும் formal termination அல்ல. ஏற்கனவே accrued ஆன charges செலுத்தப்பட வேண்டும்.

28.2 Reactivation After Discontinuation / Outstanding Subscription
28.2 පද්ධතිය නවතා දැමීමෙන් / හිඟ subscription එකකින් පසු නැවත සක්‍රිය කිරීම
28.2 சேவை நிறுத்தம் / நிலுவை subscription க்கு பிறகு மீள்செயல்படுத்தல்

28.2 If the Customer stops using the system and later wishes to restart, the account will not automatically reactivate. All applicable missed subscription months/arrears and any reactivation/restoration charges must be settled before access is restored, unless ChiOX agrees otherwise in writing.
28.2 Customer system එක නවතා පසුව නැවත ආරම්භ කිරීමට කැමති නම් account එක ස්වයංක්‍රීයව reactivate නොවේ. ChiOX ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම්, අදාළ missed subscription months/arrears සහ reactivation/restoration charges access නැවත ලබාදීමට පෙර ගෙවිය යුතුය.
28.2 Customer system ஐ நிறுத்தி பின்னர் மீண்டும் தொடங்க விரும்பினால் account தானாக reactivate ஆகாது. ChiOX எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால், பொருந்தும் missed subscription months/arrears மற்றும் reactivation/restoration charges access மீள வழங்குவதற்கு முன் செலுத்தப்பட வேண்டும்.

28.3 Minor Customization Requests Are Chargeable
28.3 කුඩා Customization ඉල්ලීම් සඳහාද ගාස්තු අය කළ හැක
28.3 சிறிய Customization கோரிக்கைகளுக்கும் கட்டணம் இருக்கலாம்

28.3 A request described as a small change, small customization, small report change, button change, adjustment or similar does not automatically make the work free. Out-of-scope work may be quoted and charged before development.
28.3 small change, small customization, small report change, button change, adjustment හෝ සමාන ලෙස හඳුන්වන request එකක් free බවට පත් නොවේ. out-of-scope work development කිරීමට පෙර quotation කර charge කළ හැක.
28.3 small change, small customization, small report change, button change, adjustment அல்லது இதுபோன்ற கோரிக்கை இலவசமாகாது. out-of-scope work development க்கு முன் quotation செய்து charge செய்யப்படலாம்.

28.4 Server Downtime Does Not Automatically Reduce Subscription Fees
28.4 Server downtime හේතුවෙන් subscription/rental ගාස්තුව ස්වයංක්‍රියව අඩු නොවේ
28.4 Server downtime காரணமாக subscription/rental கட்டணம் தானாக குறையாது

28.4 Temporary server downtime, maintenance, hosting/infrastructure failure, telecommunications failure, third-party interruption, security incident, force majeure or other circumstances beyond reasonable control do not automatically reduce or cancel the recurring subscription fee. Any service credit requires written approval by ChiOX.

28.4 temporary server downtime, maintenance, hosting/infrastructure failure, telecommunications failure, third-party interruption, security incident, force majeure හෝ සාධාරණ පාලනයෙන් බැහැර වෙනත් තත්ත්වයන් නිසා recurring subscription fee එක ස්වයංක්‍රීයව අඩු හෝ cancel නොවේ. service credit එකක් තිබේ නම් ChiOX ලිඛිතව අනුමත කළ යුතුය.

28.4 temporary server downtime, maintenance, hosting/infrastructure failure, telecommunications failure, third-party interruption, security incident, force majeure அல்லது நியாயமான கட்டுப்பாட்டிற்கு அப்பாற்பட்ட பிற சூழ்நிலைகள் காரணமாக recurring subscription fee தானாக குறையவோ cancel ஆகவோ‌ாது. service credit இருந்தால் ChiOX எழுத்துப்பூர்வமாக அனுமதிக்க வேண்டும்.

28.5 Customer Staff Miscommunication

28.5 Customer staff අතර miscommunication

28.5 வாடிக்கையாளர் staff இடையேயான தவறான தொடர்பு

28.5 ChiOX is not responsible for internal miscommunication, misunderstanding, failure to pass information, unauthorized instructions, staff turnover or internal communication gaps within the Customer organization.

28.5 Customer organization එක තුළ internal miscommunication, misunderstanding, information pass නොකිරීම, unauthorized instructions, staff turnover හෝ internal communication gaps සඳහා ChiOX වගකිව යුතු නොවේ.

28.5 Customer organization இன் internal miscommunication, misunderstanding, தகவல் பரிமாற்றத் தவறு, unauthorized instructions, staff turnover அல்லது internal communication gaps க்கு ChiOX பொறுப்பல்ல.

28.6 Full Payment Before Service Delivery / Work

28.6 සේවා හෝ වැඩ ලබාදීමට පෙර සම්පූර්ණ ගෙවීම

28.6 சேவை அல்லது வேலை வழங்குவதற்கு முன் முழு கட்டணம்

28.6 Where an invoice, quotation or applicable commercial term requires full payment, ChiOX is not required to provide the relevant access, service, customization, development, deployment, data work or deliverable until the required amount is fully settled. The 70% project advance does not remove the 100% recurring subscription payment requirement.

28.6 invoice, quotation හෝ commercial term එකක් full payment ඉල්ලා සිටින විට required amount එක සම්පූර්ණයෙන් settle කරන තුරු relevant access, service, customization, development, deployment, data work හෝ deliverable ලබාදීමට ChiOX බැඳී නැත. 70% project advance එක 100% recurring subscription payment requirement එක ඉවත් නොකරයි.

28.6 invoice, quotation அல்லது commercial term full payment கோரும்போது required amount முழுமையாக settle செய்யப்படும் வரை relevant access, service, customization, development, deployment, data work அல்லது deliverable வழங்க ChiOX கட்டுப்பட்டிருக்காது. 70% project advance 100% recurring subscription payment requirement ஐ நீக்காது.

28.7 Customer Data Entry and Reporting Responsibility

28.7 Customer data entry සහ reports සම්බන්ධ වගකීම

28.7 வாடிக்கையாளர் data entry மற்றும் reports தொடர்பான பொறுப்பு

28.7 If a report, calculation, stock figure, financial figure or other output is incorrect because of incorrect, incomplete, duplicate, missing or improperly entered Customer data, ChiOX is not responsible for the resulting discrepancy, business decision or loss to the extent caused by that data. The Customer must review important outputs.
28.7 වැරදි, අසම්පූර්ණ, duplicate, missing හෝ improperly entered Customer data නිසා report, calculation, stock figure, financial figure හෝ වෙනත් output එකක් වැරදි නම්, එම data නිසා ඇති discrepancy, business decision හෝ loss සඳහා එම හේතුවේ සීමාව තුළ ChiOX වගකිව යුතු නොවේ. වැදගත් outputs Customer විසින් පරීක්ෂා කළ යුතුය.
28.7 தவறான, முழுமையற்ற, duplicate, missing அல்லது improperly entered Customer data காரணமாக report, calculation, stock figure, financial figure அல்லது பிற output தவறாக இருந்தால், அந்த data காரணமான discrepancy, business decision அல்லது loss க்கு அந்த காரணத்தின் வரம்பில் ChiOX பொறுப்பல்ல. முக்கிய outputs ஐ Customer சரிபார்க்க வேண்டும்.

28.8 Training Method, Customer Changes and Resulting Issues
28.8 Training ක්‍රමය, Customer විසින් වෙනස් කිරීම සහ එයින් ඇතිවන issues
28.8 Training முறை, வாடிக்கையாளர் மாற்றங்கள் மற்றும் அதனால் ஏற்படும் issues

28.8 If ChiOX trains the Customer on a particular method/workflow and the Customer later materially changes the method, bypasses controls or instructs staff to use a different method, ChiOX is not responsible for issues caused by that deviation.
28.8 ChiOX විසින් particular method/workflow එකක් training දී පසුව Customer එය materially වෙනස් කරන්නේ, controls bypass කරන්නේ හෝ staff වෙනත් ක්‍රමයකට භාවිතා කිරීමට උපදෙස් දෙන්නේ නම්, එම deviation නිසා ඇති issues සඳහා ChiOX වගකිව යුතු නොවේ.
28.8 ChiOX ஒரு particular method/workflow குறித்து training வழங்கிய பின்னர் Customer அதை materially மாற்றினால், controls ஐ bypass செய்தால் அல்லது staff வேறு முறையில் பயன்படுத்த அறிவுறுத்தினால், அந்த deviation காரணமான issues க்கு ChiOX பொறுப்பல்ல.

28.9 Training Resource / Trainer Continuity
28.9 පුහුණු සම්පත් / පුහුණුකරු අඛණ්ඩතාව
28.9 பயிற்சி வளம் / பயிற்சியாளர் தொடர்ச்சி

28.9 The Customer may request the same trainer where reasonably possible, but ChiOX cannot guarantee the same trainer throughout the service period. Employee resignation, leave, role change or unavailability may require assignment of another qualified employee.
28.9 හැකි අවස්ථාවලදී Customer හට එකම trainer ඉල්ලා සිටිය හැකි නමුත් සම්පූර්ණ service period එක පුරාම එකම trainer guarantee කළ නොහැක. employee resignation, leave, role change හෝ unavailability නිසා වෙනත් qualified employee කෙනෙකු assign කළ හැක.
28.9 Customer நியாயமான முறையில் அதே trainer ஐ கோரலாம்; ஆனால் முழு service period க்கும் அதே trainer உத்தரவாதம் செய்யப்படாது. employee resignation, leave, role change அல்லது unavailability காரணமாக மற்றொரு qualified employee நியமிக்கப்படலாம்.

28.10 Official Support Ticket / Hotline Requirement
28.10 නිල Support Ticket / Hotline භාවිතා කිරීම අනිවාර්ය වීම
28.10 அதிகாரப்பூர்வ Support Ticket / Hotline பயன்படுத்துதல்

28.10 System issues must be reported through the official ChiOX support ticket/support portal and urgent issues through the designated main hotline. Personal WhatsApp, personal numbers and informal groups are not guaranteed official support channels.
28.10 system issues නිල ChiOX support ticket/support portal හරහාත් urgent issues designated main hotline හරහාත් report කළ යුතුය. personal WhatsApp, personal numbers සහ informal groups නිල support channels ලෙස guarantee නොවේ.
28.10 system issues அதிகாரப்பூர்வ ChiOX support ticket/support portal மூலம் மற்றும் urgent issues designated main hotline மூலம் report செய்ய வேண்டும். personal WhatsApp, personal numbers மற்றும் informal groups அதிகாரப்பூர்வ support channels என உத்தரவாதமில்லை.

28.11 Customer Responsibility for Informal Staff Communications
28.11 Staffගේ informal communications සම්බන්ධ Customer වගකීම
28.11 Staff இன் informal communications தொடர்பான வாடிக்கையாளர் பொறுப்பு

28.11 The Customer must not assume that a message sent to an individual ChiOX employee or informal WhatsApp group has been received, reviewed, assigned and resolved. The official support record is the primary issue-tracking reference.
28.11 individual ChiOX employee කෙනෙකුට හෝ informal WhatsApp group එකකට යැවූ message එක receive, review, assign සහ resolve කර ඇති බව Customer උපකල්පනය නොකළ යුතුය. නිල support record එක ප්‍රධාන issue-tracking reference එක වේ.
28.11 individual ChiOX employee அல்லது informal WhatsApp group க்கு அனுப்பிய message receive, review, assign மற்றும் resolve செய்யப்பட்டதாக Customer கருதக்கூடாது. அதிகாரப்பூர்வ support record முக்கிய issue-tracking reference ஆகும்.

28.12 Repeated Training / Additional Training Charges
28.12 නැවත Training / Additional Training සඳහා ගාස්තු
28.12 மீண்டும் Training / Additional Training க்கான கட்டணம்

28.12 If a training session has already been provided and the Customer requests the same session again because it was not understood, repeat training may be arranged subject to trainer availability and may carry an additional LKR charge. Limited clarification does not automatically include a full repeated session.
28.12 training session එකක් දැනටමත් ලබාදී ඇති අතර එය අවබෝධ නොවීම නිසා නැවත ඉල්ලා සිටින විට, trainer availability අනුව repeat training arrange කළ හැකි අතර additional LKR charge එකක් තිබිය හැක. limited clarification එකක් full repeated session එකක් ලෙස ස්වයංක්‍රීයව සැලකෙන්නේ නැත.
28.12 training session ஏற்கனவே வழங்கப்பட்டு, புரியவில்லை என்பதற்காக மீண்டும் கோரப்பட்டால், trainer availability க்கு உட்பட்டு repeat training ஏற்பாடு செய்யலாம் மற்றும் additional LKR charge இருக்கலாம். limited clarification ஒரு full repeated session ஆக தானாக கருதப்படாது.

28.13 Issue Reporting and Official Record
28.13 Issue reporting සහ නිල වාර්තාව
28.13 Issue reporting மற்றும் அதிகாரப்பூர்வ பதிவு

28.13 For effective troubleshooting, the Customer should provide the issue description, affected module/user, screenshots or recordings, transaction/reference numbers and approximate time. The issue is officially reported when recorded through the official support process or designated hotline.
28.13 troubleshooting සඳහා issue description, affected module/user, screenshots/recordings, transaction/reference numbers සහ approximate time ලබාදිය යුතුය. නිල support process හෝ designated hotline හරහා record කළ විට issue එක officially reported ලෙස සැලකේ.
28.13 troubleshooting **க்காக** issue description, affected module/user, screenshots/recordings, transaction/reference numbers **மற்றும்** approximate time **வழங்க வேண்டும்**. official support process **அல்லது** designated hotline **மூலம்** record **செய்யப்பட்டபோது** issue officially reported **என கருதப்படும்**.

29. Final Notice to Customer | පාරිභෝගිකයා සඳහා අවසාන දැනුම්දීම | வாடிக்கையாளருக்கான இறுதி அறிவிப்பு

29.1 CloudMa ERP is a subscription service. The applicable monthly/annual rental must be paid 100% in full to maintain active access. Project work follows the applicable 70% advance and balance-payment terms.

29.1 CloudMa ERP යනු subscription service එකකි. active access පවත්වා ගැනීම සඳහා අදාළ monthly/annual rental එක 100% සම්පූර්ණයෙන් ගෙවිය යුතුය. Project work සඳහා අදාළ 70% advance සහ balance-payment terms අනුගමනය කළ යුතුය.

29.1 CloudMa ERP ஒரு subscription service ஆகும். active access ஐ பராமரிக்க பொருந்தும் monthly/annual rental 100% முழுமையாக செலுத்த வேண்டும். Project work க்கு பொருந்தும் 70% advance மற்றும் balance-payment terms பின்பற்றப்பட வேண்டும்.

Official Support: www.support.chiox.net | Billing & Accounts: 070 344 6537 | General: 0112 755 676 | Support: 0117 900 200 / 07 88 88 88 00

CLOUDMA ERP IS A SUBSCRIPTION SERVICE.
- For implementation/setup/customization/project work, pay a minimum 70% ADVANCE before work commences, unless otherwise agreed in writing.
- Settle the remaining project balance before final handover/deployment as applicable.
- For monthly/annual subscription rental, pay the FULL amount due on or before the expiry/due date shown in the system.
- The expiry date is displayed in the system — customers are responsible for monitoring it.
- Any outstanding amount may result in the system being fully blocked/suspended.
- There is NO automatic grace period and NO guaranteed temporary activation.
- Partial payment does not automatically restore access.
- ALL prices and charges may be revised based on actual business conditions, economic conditions, operational costs, third-party costs and other relevant factors.
- Requests to waive a charge simply because the amount is small are not an automatic entitlement.
- Additional training, customizations and out-of-scope work may carry separate charges.

CLOUDMA ERP යනු දායකත්ව සේවාවකි.
- implementation/setup/customization/project work ආරම්භ කිරීමට පෙර, ලිඛිතව වෙනත් ආකාරයකට එකඟ නොවන්නේ නම්, අවම 70% ADVANCE ගෙවිය යුතුය.
- අදාළ අවස්ථාවලදී final handover/deployment කිරීමට පෙර ඉතිරි project balance ගෙවා අවසන් කළ යුතුය.
- monthly/annual subscription rental සඳහා system එකේ පෙන්වන expiry/due date එකට පෙර හෝ එදින FULL amount එක ගෙවිය යුතුය.
- expiry date එක system එකේ පෙන්වන අතර එය නිරීක්ෂණය කිරීම Customer ගේ වගකීමකි.
- ඕනෑම outstanding amount එකක් හේතුවෙන් system එක සම්පූර්ණයෙන් block/suspend කළ හැක.
- automatic grace period එකක් හෝ guaranteed temporary activation එකක් නොමැත.
- partial payment මගින් access එක ස්වයංක්‍රීයව නැවත ලබා නොදේ.
- සැබෑ ව්‍යාපාරික තත්ත්වයන්, ආර්ථික තත්ත්වයන්, operational costs, third-party costs සහ අනෙකුත් අදාළ කරුණු මත ALL prices and charges සංශෝධනය කළ හැක.
- මුදල් කුඩා බව පමණක් හේතුවෙන් ගාස්තුවක් අත්හැරීම ස්වයංක්‍රීය අයිතියක් නොවේ.
- additional training, customizations සහ out-of-scope work සඳහා වෙනම ගාස්තු අය කළ හැක.

CLOUDMA ERP ஒரு சந்தா சேவையாகும்.
- implementation/setup/customization/project work தொடங்குவதற்கு முன், எழுத்துப்பூர்வமாக வேறுவிதமாக ஒப்புக்கொள்ளாவிட்டால், குறைந்தது 70% ADVANCE செலுத்த வேண்டும்.
- பொருந்தும் போது final handover/deployment க்கு முன் மீதமுள்ள project balance செலுத்த வேண்டும்.
- monthly/annual subscription rental க்கு system இல் காட்டப்படும் expiry/due date அன்று அல்லது அதற்கு முன் FULL amount செலுத்த வேண்டும்.
- expiry date system இல் காட்டப்படுகிறது; அதை கண்காணிப்பது Customer இன் பொறுப்பு.
- எந்த outstanding amount காரணமாகவும் system முழுமையாக block/suspend செய்யப்படலாம்.
- automatic grace period அல்லது guaranteed temporary activation இல்லை.
- partial payment மூலம் access தானாக மீள வழங்கப்படாது.
- உண்மையான வணிக மற்றும் பொருளாதார நிலைமைகள், operational costs, third-party costs மற்றும் பிற தொடர்புடைய காரணிகளின் அடிப்படையில் ALL prices and charges திருத்தப்படலாம்.
- தொகை சிறியது என்பதற்காக மட்டும் கட்டணத் தள்ளுபடி கோருவது தானாக கிடைக்கும் உரிமை அல்ல.
- additional training, customizations மற்றும் out-of-scope work க்கு தனி கட்டணம் இருக்கலாம்.

CUSTOMER REVIEW & SPECIAL TERMS / පාරිභෝගික සමාලෝචනය / **வாடிக்கையாளர் பரிசீலனை**

The Customer may record any specifically agreed commercial exception below. Any exception must be signed or otherwise confirmed in writing by an authorized ChiOX representative to be effective.
Customer සඳහා විශේෂයෙන් එකඟ වූ commercial exception තිබේ නම් පහතින් සටහන් කළ හැක. එය බලපැවැත්වීමට authorized ChiOX representative කෙනෙකු විසින් අත්සන් කළ හෝ ලිඛිතව තහවුරු කළ යුතුය.
Customer **க்காக குறிப்பாக ஒப்புக்கொள்ளப்பட்ட** commercial exception **இருந்தால் கீழே பதிவு செய்யலாம். அது அமலுக்கு வர** authorized ChiOX representative **கையொப்பமிட அல்லது எழுத்துப்பூர்வமாக உறுதிப்படுத்த வேண்டும்.**

Customer Notes / Special Written Exceptions:
පාරිභෝගික සටහන් / විශේෂ ලිඛිත ව්‍යතිරේක:
வாடிக்கையாளர் குறிப்புகள் / சிறப்பு எழுத்துப்பூர்வ விதிவிலக்குகள்:

Customer Authorized Signature/ පාරිභෝගික බලයලත් අත්සන/ **வாடிக்கையாளர் அங்கீகரிக்கப்பட்ட கையொப்பம்**
ChiOX Authorized Signature/ ChiOX බලයලත් අත්සන/ ChiOX **அங்கீகரிக்கப்பட்ட கையொப்பம்:**