Leegal One Food & Hospitality

Service scope

Food and hospitality licence validity monitoring and renewal-readiness coordination.

Monthly allowances

One entity and one location unless the schedule below expressly narrows or expands coverage. Three advisory sessions of up to 30 minutes, five active coordination cases and ten documents of up to ten pages each monthly. One establishment and one FSSAI registration/licence; monthly compliance tracker. Applications, testing, hygiene audits, inspections and product label certification are separate.

Deliverables

Onboarding checklist, relevant compliance/renewal calendar, weekly active-case updates and monthly status, exceptions and next-action report.

Client documents

Existing FSSAI/local licences, premises records, product/activity details and operating records.

Professional fee

INR 14,999 per month, exclusive of 18% GST and separately approved expenses.

Activation

After purchase, onboarding confirms the covered entity, registrations and locations against the allowances above. Service delivery begins after payment, complete intake and required authorizations. No filings or authority submissions are included without the express separate scope described above.

Your engagement

Your accepted order identifies the selected service, monthly fee and included allowances. The product schedule and these service terms apply to that order, subject to any expressly agreed written variation and mandatory law. Existing client agreements are not amended by this catalog. Onboarding records the covered entities, locations, registrations and responsible coordinator. Extra services require an accepted written change order.

Service limits

Category subscriptions cover one entity and one location unless the product schedule expressly provides otherwise. Monthly allowances are limited to those stated in the selected product. Advisory sessions last up to 30 minutes; each document allowance covers up to ten pages. Unused monthly allowances expire without cash value. Filings, registrations, detailed drafting and representation are not included unless expressly purchased in a separate service order.

Support and delivery

Support hours are Monday-Friday, 10:00-18:00 IST, excluding public holidays. We target acknowledgement within one business day, an initial document-gap review within two business days of complete intake, weekly active-case updates and a monthly consolidated report. These are internal response targets. Filing and project deadlines require a specific agreed service order. Government processing, portal availability and approval decisions are outside Leegal control. Urgent work requires written acceptance.

Client responsibilities

Provide complete, accurate, authentic records, authorizations, approvals and payments on time. Review drafts and confirm instructions before any authorized submission. Work affected by missing essential information may be paused after notice. Do not share passwords, OTPs or private signing keys through ordinary chat or email. Access and DSC use require lawful, specific authorization; signing remains subject to the applicable authorized process.

Fees, GST and expenses

Displayed monthly prices are professional fees in INR, exclusive of 18% GST. Applicable GST is added at checkout using the configured place-of-supply rules. Government charges, stamp duty, inspection/testing, travel, portal fees, deposits, bid security/EMD and third-party expenses are excluded and require separate written approval. Fees are payable monthly in advance. Prices for an existing engagement change only as disclosed and agreed under that engagement; extra work requires an accepted priced change order.

Professional work and exclusions

These subscriptions provide monitoring, coordination, defined advisory access and case management. Actual filings, registrations, submissions, representation, hearings, appeals, litigation, formal opinions, detailed drafting, certification, technical testing and site work require a separate order unless explicitly included in the selected schedule. No authority approval, registration, tax outcome, tender award, auction success or funding is guaranteed. Reserved professional work is assigned to appropriately authorized professionals after conflict and authorization checks.

Monthly renewal and cancellation

The service renews monthly unless ended under the accepted engagement. Any automatic payment mandate requires the customer's explicit consent through the payment provider. Request cancellation in writing through your assigned coordinator or the website contact channel at least 30 calendar days before the intended end date, subject to mandatory law and any expressly agreed variation. We confirm the end date, open work, deadlines and handover in writing. For overdue undisputed fees, we provide notice and a reasonable cure period before suspension and address imminent statutory deadlines separately.

Refunds

Refunds are assessed against unused prepaid services, work actually completed or authorized, service failures, approved non-recoverable expenses and mandatory customer rights. There is no blanket no-refund policy. We provide an itemized reconciliation and a written decision. Approved refunds are targeted within 15 business days after reconciliation, subject to payment-provider processing. Government rejection alone does not establish refund entitlement. Mandatory rights remain unaffected.

Confidentiality and privacy

Client information is used for the engagement, billing and applicable legal obligations, in accordance with the website privacy notice. Access and disclosure are limited to the engagement team, authorized professional/service providers and authorities where lawfully necessary. Client authorization and an applicable lawful basis are required for relevant disclosures. These terms do not authorize selling client data or unrelated marketing use.

Documents and IT handling

Client documents must be handled in restricted, client-specific workspaces. Named accounts, least-privilege access, MFA where supported, secure sharing, access review and controlled exports are operational policy requirements. Retention and deletion follow the agreed privacy notice, applicable law and legal holds. The catalog does not represent that any particular security control has been independently audited. Never upload credentials or signing secrets into ordinary service records. Report a suspected access issue promptly through the assigned coordinator or website contact channel.

Requests and incidents

Submit privacy, access, correction or deletion requests through the website contact channel; identity is verified before processing. Requests are handled under applicable law, the privacy notice and lawful retention requirements. Suspected security incidents must be escalated promptly, with evidence preserved and disclosure restricted. Leegal assesses containment and any notification obligations under applicable law and engagement commitments.

Escalation and disputes

Raise a service concern with your coordinator, then the account manager or responsible principal. We target acknowledgement within two business days and document the response and corrective action. Dispute procedure and jurisdiction follow the accepted engagement and applicable law. No blanket liability waiver or additional arbitration requirement is created by these product terms. Mandatory rights and liabilities remain unaffected.