

Terms of Service

1. Introduction and Acceptance of Terms

Welcome to **Kulvivah**, an online matrimonial platform owned and operated by **Kulvivah Matrimonial LLP**, a limited liability partnership registered with the Registrar of Companies (ROC), Nagpur, Maharashtra, India ("Kulvivah", "Company", "we", "our", or "us").

These Terms of Service ("Terms") constitute a legally binding agreement between **Kulvivah Matrimonial LLP** and every individual or entity accessing or using the Kulvivah website, mobile application, or any related products and services (collectively, the "Platform").

By accessing, browsing, registering on, or using the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms, our Privacy Policy, and any additional policies or guidelines published by Kulvivah from time to time.

If you do not agree to these Terms, you must not access or use the Platform.

These Terms govern your access to and use of the Platform, including user registration, profile creation, matchmaking services, subscriptions, communications, and all other features made available by Kulvivah.

Kulvivah provides an online platform to facilitate introductions between individuals seeking matrimonial alliances. Kulvivah does not act as a marriage broker, marriage bureau, agent, or representative of any user and does not guarantee the identity, authenticity, intentions, compatibility, conduct, engagement, or marriage of any user.

The Platform is intended solely for lawful matrimonial purposes. Any use of the Platform for commercial solicitation, advertising, recruitment, unlawful activities, harassment, impersonation, fraud, or any purpose inconsistent with these Terms is strictly prohibited.

Kulvivah reserves the right to modify, suspend, or discontinue any part of the Platform or these Terms at any time, subject to applicable law. Continued use of the Platform after any updates become effective constitutes your acceptance of the revised Terms, except where applicable law requires your explicit consent.

2. Definitions

For the purposes of these Terms of Service, the following terms shall have the meanings set forth below:

- **Account** means the registered account created by a User to access and use the Platform and its Services.
- **Applicable Law** means all applicable laws, statutes, rules, regulations, governmental orders, and judicial decisions in force from time to time, including the Digital Personal Data Protection Act, 2023, the Information Technology Act, 2000, and other applicable laws of India.
- **Content** means any information, text, photographs, images, videos, audio, documents, profile details, messages, comments, reviews, or other material submitted, uploaded, published, transmitted, or otherwise made available through the Platform.
- **Kulvivah, Company, we, our, or us** means **Kulvivah Matrimonial LLP**, its successors, affiliates, licensors, and authorized representatives.
- **Personal Information** means any information relating to an identified or identifiable individual, as defined under applicable data protection laws.
- **Platform** means the Kulvivah website, mobile application, and any related products, features, software, or services owned or operated by Kulvivah.
- **Profile** means the matrimonial profile created by a User containing personal, family, educational, professional, and preference-related information for the purpose of seeking matrimonial alliances.
- **Services** means all products, features, functionalities, subscription plans, communication tools, matchmaking services, identity verification services, customer support, and any other services made available by Kulvivah through the Platform.
- **Subscription** means any paid membership, premium feature, or paid service offered by Kulvivah.
- **Terms** means these Terms of Service, together with any amendments, policies, guidelines, notices, or additional terms published by Kulvivah from time to time.
- **User, you, or your** means any individual who accesses, browses, registers, or otherwise uses the Platform, whether as a free or paid member.
- **User-Generated Content** means any Content that a User uploads, publishes, submits, shares, or transmits through the Platform, including profile information, photographs, messages, comments, preferences, and other materials.
- **Verification** means any process undertaken by Kulvivah to verify certain user information, contact details, identity documents, or profile information. Verification is intended to improve trust and safety but does not guarantee the

identity, authenticity, accuracy, completeness, honesty, intentions, or conduct of any User.

3. Eligibility

To access or use the Platform, you must satisfy all of the following eligibility requirements:

3.1 Minimum Age

You must be **at least 18 years of age** or the minimum legal age required to enter into a valid marriage under the applicable laws of India, whichever is higher. The Platform is intended solely for adults seeking lawful matrimonial alliances.

3.2 Legal Capacity

You represent and warrant that you have the legal capacity and authority to enter into a binding agreement under applicable law. By registering or using the Platform, you confirm that you are legally competent to accept these Terms.

3.3 Individual Use Only

The Platform is intended for use by individuals seeking matrimonial alliances for themselves. If you create or manage a profile on behalf of another person (such as a family member), you represent and warrant that you are authorized to do so and that you have obtained all necessary permissions to provide their personal information.

3.4 Accurate Information

You agree to provide accurate, complete, and up-to-date information during registration and throughout your use of the Platform. You are responsible for promptly updating your profile if any information changes.

3.5 One Account Per Individual

Unless expressly authorized by Kulviva in writing, each individual may maintain only **one active account** on the Platform. Creating multiple accounts to circumvent restrictions, impersonate others, or misuse the Platform is prohibited.

3.6 Restricted Users

You must not use the Platform if:

- You are under the minimum age specified above.
- You are prohibited by any applicable law or court order from using the Platform.

- Your account has previously been suspended or terminated by Kulvivah for violating these Terms or applicable law, unless expressly reinstated by Kulvivah.
- You intend to use the Platform for any unlawful, fraudulent, commercial, or non-matrimonial purpose.

3.7 Verification of Eligibility

Kulvivah may, at its discretion, request additional information or documentation to verify your age, identity, eligibility, or authority to use the Platform. Failure to provide the requested information may result in the suspension, restriction, or termination of your account.

3.8 Right to Refuse or Terminate Access

Kulvivah reserves the right to refuse registration, suspend, restrict, or terminate any account that does not satisfy these eligibility requirements or that is found to violate these Terms or applicable law, without prejudice to any other rights or remedies available under law.

4. User Registration and Account Management

4.1 Account Registration

To access certain features of the Platform, you must create an account by providing accurate, complete, and current information as requested during the registration process. You agree to keep your account information updated at all times.

4.2 Account Security

You are responsible for maintaining the confidentiality and security of your account credentials, including any password or one-time password (OTP) used to access your account. You are solely responsible for all activities conducted through your account unless you promptly notify Kulvivah of any unauthorized access or security incident.

4.3 Mobile Number and Email Verification

Kulvivah may verify your mobile number, email address, or both using OTPs or other verification methods. Verification is intended to improve trust and platform security but does not guarantee the identity, authenticity, accuracy, honesty, intentions, or conduct of any user.

4.4 Profile Information

You are solely responsible for the information, photographs, documents, and other content that you submit or publish on your profile. You represent and warrant that:

- the information you provide is accurate, complete, and not misleading;
- you have the legal right to upload and share such information;
- your profile and content do not infringe the rights of any third party or violate any applicable law.

4.5 Family-Created Profiles

Where a profile is created or managed by a parent, guardian, sibling, relative, or authorized representative on behalf of another individual, the person creating or managing the profile represents and warrants that they are authorized to do so and that all information provided is accurate and shared with the individual's knowledge or lawful authority.

4.6 Account Responsibility

You are responsible for all activities carried out through your account. You must immediately notify Kulvivah if you become aware of any unauthorized access, suspected compromise, impersonation, or misuse of your account.

4.7 Updating Your Information

You agree to promptly update your profile whenever your personal information or circumstances materially change, including your marital status, contact details, education, occupation, or other information relevant to your profile.

4.8 Account Suspension or Restrictions

Kulvivah may temporarily suspend or restrict access to your account if we reasonably believe that:

- your account has been compromised;
- your account is being used in violation of these Terms;
- the information provided is false, misleading, or incomplete;
- additional verification is required; or
- suspension is necessary to protect the security, integrity, or lawful operation of the Platform.

4.9 Account Closure

You may close your account at any time through the Platform or by contacting customer support. Closure of your account does not automatically remove information that Kulvivah is required or permitted to retain under applicable law or in accordance with our Privacy Policy.

4.10 No Transfer of Accounts

Your account is personal to you and may not be sold, transferred, assigned, shared, or otherwise made available to any other person without the prior written consent of Kulvivah.

5. Identity Verification

5.1 Purpose of Verification

To promote trust, safety, and the integrity of the Platform, Kulvivah may offer or require verification of certain user information, including mobile numbers, email addresses, identity documents, photographs, or other information, using automated or manual verification processes.

5.2 Verification Methods

Kulvivah may verify user information through one or more methods, including:

- Mobile number verification using One-Time Password (OTP);
- Email address verification;
- Verification of government-issued identity documents, where applicable;
- Profile photograph verification;
- Any other verification process introduced by Kulvivah from time to time.

Users agree to provide accurate information and cooperate with any reasonable verification request.

5.3 Verification Status

Where applicable, Kulvivah may display a verification badge or similar indicator on a user's profile to show that certain information has been verified. A verification badge indicates only that specified verification steps have been completed and does not constitute an endorsement or recommendation by Kulvivah.

5.4 No Guarantee

Identity verification is intended solely to improve user confidence and enhance platform safety. Verification does **not** guarantee the identity, authenticity, accuracy, completeness, honesty, intentions, character, background, financial status, marital status, or conduct of any user.

Users are solely responsible for exercising their own judgment and conducting appropriate independent verification before communicating with, meeting, or entering into any relationship or marriage with another user.

5.5 Failure to Verify

KulvivaH may request additional information or documentation where verification cannot be completed or where suspicious, inconsistent, or misleading information is identified. Failure to complete verification within a reasonable time may result in the suspension, restriction, or termination of the relevant account.

5.6 Fraud Prevention

KulvivaH may use verification information to detect, investigate, prevent, and respond to fake profiles, impersonation, identity theft, scams, spam, fraudulent activities, abuse, and other violations of these Terms or applicable law.

5.7 Verification Records

Verification information and related records may be retained for the period necessary to comply with applicable legal obligations, resolve disputes, investigate fraud, protect the security of the Platform, or as otherwise described in our Privacy Policy.

5.8 Right to Refuse or Revoke Verification

KulvivaH reserves the right, at its sole discretion, to refuse, suspend, revoke, or remove any verification status or verification badge if we reasonably believe that the verification information is inaccurate, misleading, fraudulent, expired, or no longer valid, or if the user violates these Terms or applicable law.

5.9 Platform Discretion

KulvivaH is under no obligation to verify every user or every piece of information submitted to the Platform. The availability, scope, and type of verification services may vary and may be modified, suspended, or discontinued at any time without prior notice, subject to applicable law.

6. User Responsibilities and Code of Conduct

6.1 Lawful Use

You agree to use the Platform only for lawful matrimonial purposes and in compliance with these Terms and all applicable laws and regulations.

6.2 Accuracy of Information

You are solely responsible for ensuring that all information, photographs, documents, and other content submitted to the Platform are accurate, complete, current, and not misleading. You agree to promptly update your profile if any material information changes.

6.3 Respectful Conduct

You agree to interact with other users in a respectful, lawful, and responsible manner. You must not engage in harassment, intimidation, threats, abuse, stalking, discrimination, hate speech, obscene conduct, or any behavior that may cause harm or distress to another user.

6.4 Independent Judgment

You acknowledge that Kulvivah facilitates introductions between users and does not verify every profile or communication. You are solely responsible for exercising appropriate caution, conducting your own independent verification, and making informed decisions before communicating with, meeting, or entering into any relationship or marriage with another user.

6.5 Confidentiality of Account

You are responsible for maintaining the confidentiality of your account credentials and must not share your account with any other person. You remain responsible for all activities carried out through your account unless you promptly notify Kulvivah of unauthorized access.

6.6 Compliance with Platform Policies

You agree to comply with these Terms, the Privacy Policy, Community Guidelines (if applicable), and any other policies or instructions issued by Kulvivah from time to time.

6.7 Respect for Privacy

You must respect the privacy and personal information of other users. You must not collect, copy, disclose, publish, sell, distribute, or otherwise misuse another user's personal information without their consent or as permitted by applicable law.

6.8 Safe Communication

You are responsible for your communications with other users. Kulvivah encourages users to exercise caution when sharing personal information, arranging meetings, or making financial commitments. Users should immediately report suspicious, abusive, or fraudulent behavior through the reporting mechanisms available on the Platform.

6.9 Prohibited Commercial Use

Unless expressly authorized in writing by Kulvivah, you must not use the Platform to advertise, market, promote, solicit business, recruit individuals, generate leads, conduct surveys, or engage in any commercial activity unrelated to lawful matrimonial purposes.

6.10 Cooperation with Investigations

You agree to cooperate with Kulvivah in the investigation of suspected violations of these Terms, fraudulent activities, security incidents, or complaints relating to your use of the Platform. Kulvivah may request additional information or documentation where reasonably necessary to investigate such matters.

6.11 Responsibility for Offline Interactions

Any communication, meeting, engagement, marriage, financial transaction, or other interaction between users occurring outside the Platform is undertaken entirely at the users' own discretion and risk. Kulvivah is not responsible for the actions, omissions, representations, or conduct of any user outside the Platform.

6.12 Consequences of Non-Compliance

Failure to comply with these Terms or applicable law may result in the suspension, restriction, or termination of your account, removal of content, cancellation of subscriptions without refund where permitted by applicable law, reporting to competent authorities where required, and any other action available to Kulvivah under these Terms or applicable law.

7. Prohibited Activities

You agree not to use the Platform in any manner that violates these Terms, applicable law, or the rights of any person. Without limitation, you shall not:

7.1 False Information and Impersonation

- Create a fake, misleading, or fraudulent profile.
- Impersonate any individual or misrepresent your identity, age, marital status, education, occupation, religion, financial status, family background, or any other material information.
- Use another person's photographs, documents, or personal information without lawful authorization.

7.2 Multiple or Unauthorized Accounts

- Create or operate multiple accounts without the prior written permission of Kulvivah.

- Create a new account after your account has been suspended or terminated to circumvent restrictions imposed by Kulvivah.

7.3 Fraud and Financial Misconduct

- Engage in scams, fraudulent schemes, phishing, identity theft, extortion, blackmail, or deceptive practices.
- Request, solicit, collect, or transfer money from other users through false or misleading representations.
- Use the Platform for money laundering or any unlawful financial activity.

7.4 Harassment and Abuse

- Harass, threaten, intimidate, stalk, bully, defame, abuse, or exploit any user.
- Send unsolicited, offensive, obscene, sexually explicit, discriminatory, hateful, or otherwise unlawful communications.
- Encourage or facilitate violence, self-harm, or criminal activity.

7.5 Child Safety Violations

- Create accounts for individuals under 18 years of age.
- Upload, share, request, promote, or distribute Child Sexual Abuse Material (CSAM) or any content involving the exploitation or abuse of minors.
- Use the Platform in any manner that violates child protection laws.

7.6 Privacy Violations

- Collect, copy, scrape, harvest, disclose, publish, sell, or distribute another user's personal information without authorization.
- Share another user's contact details, photographs, conversations, or personal information outside the Platform without lawful authority or consent.

7.7 Misuse of the Platform

- Use automated tools, bots, scripts, crawlers, or scraping technologies to access, monitor, copy, or extract data from the Platform without prior written authorization.
- Reverse engineer, decompile, interfere with, disrupt, or attempt to gain unauthorized access to the Platform, its systems, or networks.
- Upload viruses, malware, ransomware, or other harmful code.

7.8 Commercial Misuse

- Advertise, market, promote, recruit, or solicit business unrelated to lawful matrimonial purposes.
- Send spam, chain messages, or unsolicited promotional communications.
- Use the Platform for employment, escort services, dating services, political campaigns, religious conversion, or any activity inconsistent with the intended matrimonial purpose of the Platform.

7.9 Intellectual Property Infringement

- Upload or distribute content that infringes the intellectual property, privacy, publicity, or other legal rights of any person.
- Use Kulviva's trademarks, logos, branding, or copyrighted material without prior written permission.

7.10 Circumvention of Security

- Attempt to bypass security measures, verification processes, access controls, or technical protections implemented by Kulviva.
- Attempt to test, probe, scan, or exploit vulnerabilities in the Platform without prior written authorization.

7.11 Illegal Activities

- Use the Platform to engage in or facilitate any unlawful activity under applicable law.
- Encourage, assist, or promote conduct that violates these Terms or applicable law.

7.12 Enforcement

Kulviva reserves the right, at its sole discretion and without limiting any other rights or remedies available under applicable law, to investigate suspected violations of these Terms, remove or restrict access to content, suspend or terminate accounts, cancel subscriptions where appropriate, refuse future access to the Platform, preserve relevant records, and report suspected unlawful activities to law enforcement agencies, regulatory authorities, or other competent authorities where required or permitted by applicable law.

Kulviva may use automated tools, manual review, or a combination of both to detect violations of these Terms, fraudulent activity, spam, fake profiles, or other misuse of the Platform.

8. User-Generated Content

8.1 Ownership of Content

You retain ownership of the content that you create, upload, submit, publish, or otherwise make available through the Platform ("User-Generated Content"). Nothing in these Terms transfers ownership of your User-Generated Content to Kulvivah.

8.2 License Granted to Kulvivah

By submitting User-Generated Content to the Platform, you grant Kulvivah a worldwide, non-exclusive, royalty-free, revocable (upon deletion of the content or closure of your account, subject to applicable law), sublicensable license to host, store, reproduce, process, display, publish, transmit, adapt (for formatting purposes only), and otherwise use such User-Generated Content solely for:

- providing and operating the Platform;
- displaying your profile in accordance with your privacy settings;
- facilitating matrimonial matchmaking and user interactions;
- improving the functionality, security, and performance of the Platform; and
- complying with applicable legal and regulatory obligations.

8.3 Your Responsibilities

You represent and warrant that:

- you own or have all necessary rights, permissions, and authority to upload and share your User-Generated Content;
- your User-Generated Content is accurate and not misleading to the best of your knowledge;
- your User-Generated Content does not violate these Terms, applicable law, or the rights of any third party;
- uploading your User-Generated Content does not infringe any intellectual property, privacy, publicity, contractual, or other legal rights.

8.4 Prohibited Content

You must not upload, publish, transmit, or share any content that:

- is false, fraudulent, misleading, or defamatory;
- infringes the intellectual property or other legal rights of any person;

- contains obscene, sexually explicit, abusive, hateful, discriminatory, or unlawful material;
- promotes violence, criminal activity, terrorism, or illegal conduct;
- contains Child Sexual Abuse Material (CSAM) or content involving the exploitation or abuse of minors;
- contains malware, viruses, malicious code, or other harmful material;
- violates these Terms or applicable law.

8.5 Content Moderation

Kulvivah may, but is not obligated to, review, monitor, screen, filter, or moderate User-Generated Content using automated tools, manual review, or a combination of both. Kulvivah does not guarantee that all content will be reviewed before it is published or made available on the Platform.

8.6 Removal of Content

Kulvivah reserves the right, at its sole discretion, to remove, restrict, disable access to, edit (where reasonably necessary for technical or legal reasons), or refuse to publish any User-Generated Content that:

- violates these Terms;
- is suspected to be false, misleading, fraudulent, or unlawful;
- infringes the rights of any person;
- poses a security, legal, or reputational risk to the Platform or its users; or
- is otherwise considered inappropriate or inconsistent with the intended purpose of the Platform.

8.7 No Obligation to Publish

Kulvivah is under no obligation to publish, maintain, or continue displaying any User-Generated Content and may remove or disable access to such content at any time in accordance with these Terms and applicable law.

8.8 User Responsibility

You acknowledge that you are solely responsible for your User-Generated Content and any consequences arising from its publication, sharing, or use. Kulvivah does not endorse, verify, or guarantee the accuracy, completeness, legality, or reliability of User-Generated Content submitted by users.

8.9 Reporting Content

Users may report content that they believe violates these Terms or applicable law through the reporting features available on the Platform. Kulviva may investigate such reports and take appropriate action, including removing content, restricting accounts, or reporting matters to competent authorities where required or permitted by law.

8.10 Survival

The license granted to Kulviva under this Section shall continue only for as long as reasonably necessary to provide the Services, comply with legal obligations, resolve disputes, enforce these Terms, or as otherwise described in the Privacy Policy.

9. Matchmaking Services and Platform Functionality

9.1 Nature of the Services

Kulviva provides an online technology platform that enables users to create matrimonial profiles, discover compatible profiles, communicate with other users, and access related matrimonial services. Kulviva acts solely as a facilitator of introductions between users and does not act as a marriage broker, agent, matchmaker, or representative of any user.

9.2 Match Recommendations

Kulviva may use user-provided information, preferences, profile details, search criteria, and automated tools or algorithms to recommend potentially compatible profiles. These recommendations are intended solely to assist users in discovering suitable matches and do not constitute professional advice, a guarantee of compatibility, or a promise of any particular outcome.

9.3 No Guarantee of Match or Marriage

Kulviva does not guarantee:

- that any user will receive suitable match recommendations;
- the compatibility of any users;
- that communications between users will result in engagement, marriage, or any relationship;
- the accuracy, completeness, or truthfulness of information provided by users;
- the identity, intentions, character, background, financial status, marital status, or conduct of any user; or
- the continued availability of any particular user, feature, or service.

9.4 User Responsibility

Users are solely responsible for evaluating profiles, verifying information, communicating with other users, and making independent decisions regarding any interaction, meeting, engagement, marriage, or other relationship. Users should exercise appropriate caution and conduct their own due diligence before relying on any information obtained through the Platform.

9.5 Independent Decisions

All communications, meetings, financial arrangements, gifts, travel, engagements, marriages, or other interactions between users are undertaken entirely at the users' own discretion and risk. Kulvivah is not responsible for any dispute, loss, damage, injury, fraud, misrepresentation, or other consequences arising from interactions between users, whether they occur on or outside the Platform.

9.6 Platform Availability

Kulvivah strives to provide reliable and uninterrupted Services. However, the Platform and its features may be modified, updated, suspended, or temporarily unavailable due to maintenance, technical issues, security measures, legal requirements, or circumstances beyond our reasonable control. Kulvivah does not guarantee uninterrupted or error-free operation of the Platform.

9.7 Service Improvements

Kulvivah may introduce, modify, discontinue, or replace any feature, functionality, subscription plan, verification process, or other Service at any time, subject to applicable law. Such changes may be made to improve user experience, security, performance, legal compliance, or operational efficiency.

9.8 Communications Between Users

Kulvivah may provide messaging, expressions of interest, profile viewing, or other communication features to facilitate interactions between users. Kulvivah is not responsible for the content, accuracy, legality, or outcome of communications exchanged between users.

9.9 Reporting Misuse

Users are encouraged to promptly report fake profiles, impersonation, scams, abuse, harassment, inappropriate content, or other suspected violations of these Terms using the reporting mechanisms available on the Platform. Kulvivah may investigate such reports and take appropriate action in accordance with these Terms and applicable law.

10. Subscriptions, Payments and Refunds

10.1 Paid Services

Kulvivah may offer paid memberships, subscriptions, premium features, and other paid services ("Paid Services"). Access to certain features of the Platform may require the purchase of a subscription or payment of applicable fees.

10.2 Pricing

The fees, subscription plans, features, duration, and benefits of Paid Services will be displayed on the Platform at the time of purchase. Kulvivah reserves the right to modify pricing, subscription plans, or features at any time. Any changes will apply prospectively and will not affect subscriptions already purchased, unless otherwise permitted by applicable law.

10.3 Payment Processing

Payments are processed through authorized third-party payment service providers. Kulvivah does not store your complete debit card, credit card, or other payment card details on its systems. Payment processing is subject to the terms, conditions, and privacy practices of the applicable payment service provider.

10.4 Taxes

Unless otherwise stated, all applicable taxes, including Goods and Services Tax (GST), shall be charged in accordance with applicable law.

10.5 Subscription Activation

Access to Paid Services will generally be activated after successful payment verification. Kulvivah reserves the right to delay or refuse activation where payment cannot be verified or where fraudulent or unauthorized activity is suspected.

10.6 Auto-Renewal

Where a subscription is offered on an auto-renewal basis, the applicable renewal terms, billing frequency, and cancellation options will be clearly disclosed before purchase. By selecting an auto-renewing subscription, you authorize recurring charges until you cancel the subscription in accordance with the applicable renewal terms.

10.7 Cancellation

You may cancel your subscription at any time through your account settings or by following the applicable cancellation process. Unless otherwise stated, cancellation will prevent future renewals but will not affect the remaining portion of the current subscription period.

10.8 Refunds

Refunds, if any, shall be governed by Kulvivah's **Refund and Cancellation Policy** and applicable law. Unless required by applicable law or expressly stated in the Refund and Cancellation Policy, subscription fees and other payments are non-refundable.

10.9 Failed or Reversed Payments

Kulvivah reserves the right to suspend, restrict, or terminate access to Paid Services if a payment is declined, reversed, disputed, charged back, or otherwise determined to be unauthorized or fraudulent.

10.10 Promotional Offers

Kulvivah may offer promotional pricing, discounts, coupons, trial memberships, or other special offers from time to time. Such offers are subject to their specific terms and may be modified or withdrawn at Kulvivah's discretion.

10.11 Payment Disputes

If you believe a payment has been processed incorrectly, you should contact Kulvivah promptly using the contact details provided on the Platform. Kulvivah will review payment-related concerns in accordance with applicable law and its internal procedures.

10.12 Modification or Discontinuation of Paid Services

Kulvivah may modify, replace, suspend, or discontinue any Paid Service, subscription plan, or premium feature at any time, subject to applicable law. Where required by law, affected users will be provided with appropriate notice.

11. Privacy and Data Protection

11.1 Privacy Policy

Your collection, use, storage, processing, disclosure, retention, and protection of personal information are governed by the Kulvivah Privacy Policy, which forms an integral part of these Terms. By using the Platform, you acknowledge that you have read and understood the Privacy Policy.

11.2 Processing of Personal Information

Kulvivah processes personal information for the purposes of providing and improving the Platform, facilitating matrimonial services, verifying accounts, ensuring platform security, complying with legal obligations, and other purposes described in the Privacy Policy.

11.3 User Responsibilities

You are responsible for ensuring that the personal information you provide through the Platform is accurate, complete, and kept up to date. Where you provide personal information relating to another individual, including a family member or a person on whose behalf you create or manage a profile, you represent and warrant that you are authorized to provide such information and that such disclosure complies with applicable law.

11.4 Respect for Others' Privacy

You shall respect the privacy rights of other users and must not collect, copy, download, disclose, publish, sell, distribute, or otherwise use another user's personal information except as permitted by these Terms, the Privacy Policy, or applicable law.

11.5 User Communications

Information shared voluntarily between users through messaging or other communication features is exchanged at the users' own discretion. Users should exercise appropriate caution before sharing sensitive personal information, financial information, identity documents, or other confidential information with other users.

11.6 Data Security

Kulvivah implements reasonable technical, administrative, and organizational measures to protect personal information. However, no electronic storage or transmission method is completely secure, and Kulvivah cannot guarantee absolute security of information transmitted through or stored on the Platform.

11.7 Data Requests

Requests relating to access, correction, deletion, withdrawal of consent, or other applicable privacy rights may be submitted in accordance with the procedures described in the Privacy Policy. Kulvivah will process such requests in accordance with applicable law.

11.8 Data Retention

Kulvivah retains and deletes personal information in accordance with its Privacy Policy and applicable law. Certain information may be retained where required or permitted for legal, regulatory, security, fraud prevention, dispute resolution, audit, or legitimate business purposes.

11.9 Cross-Border Processing

Where personal information is processed or stored outside the user's country of residence, Kulvivah will implement appropriate safeguards and comply with applicable data protection laws, as described in the Privacy Policy.

11.10 Survival

The obligations relating to privacy, confidentiality, and protection of personal information shall continue to apply after termination of a user's account to the extent required by applicable law or the Privacy Policy.

12. Intellectual Property Rights

12.1 Ownership

The Platform, including its software, source code, object code, databases, design, user interface, graphics, logos, trademarks, service marks, trade names, text, images, audio, video, documentation, features, functionality, and all other content made available by Kulviva (excluding User-Generated Content), is owned by or licensed to Kulviva and is protected under applicable intellectual property and other laws.

Nothing in these Terms transfers any ownership or intellectual property rights to you.

12.2 Limited License

Subject to your compliance with these Terms, Kulviva grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Platform solely for your personal, lawful, and non-commercial matrimonial purposes.

This license does not grant any ownership rights in the Platform or its content.

12.3 Restrictions

Except as expressly permitted by applicable law or with Kulviva's prior written consent, you shall not:

- copy, reproduce, distribute, publish, modify, translate, adapt, or create derivative works from any part of the Platform;
- reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code of the Platform;
- sell, license, lease, sublicense, assign, or commercially exploit any part of the Platform;
- remove, alter, or obscure any copyright, trademark, or proprietary notices;
- use the Platform or its content to develop or operate a competing product or service; or
- scrape, harvest, extract, or systematically collect content or data from the Platform using automated or manual means without Kulviva's prior written authorization.

12.4 Trademarks

"Kulvivah", the Kulvivah logo, trade dress, and all related names, logos, product names, service names, slogans, and branding are the property of Kulvivah Matrimonial LLP or its licensors. Nothing in these Terms grants you any right to use such trademarks without Kulvivah's prior written consent.

12.5 Feedback

If you voluntarily provide suggestions, ideas, comments, feedback, feature requests, or other recommendations regarding the Platform ("Feedback"), you grant Kulvivah a perpetual, irrevocable, worldwide, royalty-free, transferable, sublicensable license to use, reproduce, modify, adapt, publish, implement, and otherwise exploit such Feedback without restriction or compensation to you.

12.6 Third-Party Intellectual Property

The Platform may include software, services, trademarks, content, or other materials owned by third parties and licensed to Kulvivah. All rights in such third-party intellectual property remain with their respective owners and are subject to the applicable license terms.

12.7 Reporting Intellectual Property Infringement

If you believe that any content available on the Platform infringes your intellectual property rights, you may notify Kulvivah using the contact details provided in these Terms. Your notice should include sufficient information to identify the allegedly infringing material, establish your ownership or authority, and enable Kulvivah to investigate the complaint.

Kulvivah may remove or disable access to allegedly infringing content while investigating a complaint, where appropriate and in accordance with applicable law.

12.8 Reservation of Rights

All rights not expressly granted under these Terms are reserved by Kulvivah and its licensors.

The compilation, arrangement, organization, and presentation of profiles, databases, and other information on the Platform are proprietary to Kulvivah and are protected by applicable intellectual property laws.

13. Third-Party Services and External Links

13.1 Third-Party Services

The Platform may integrate with or provide access to third-party products, services, software, websites, applications, or technologies, including payment gateways, cloud hosting providers, communication services, analytics tools, identity verification providers, mapping services, and other service providers ("Third-Party Services").

13.2 Independent Third Parties

Third-Party Services are operated and controlled by independent third parties. Kulvivah does not own or control such Third-Party Services and is not responsible for their availability, functionality, security, privacy practices, accuracy, or performance.

13.3 Third-Party Terms

Your use of any Third-Party Service may be subject to the terms, conditions, privacy policies, and other policies of the applicable third party. You are responsible for reviewing and complying with such terms before using those services.

13.4 External Links

The Platform may contain links to third-party websites or resources solely for your convenience. Such links do not constitute an endorsement, recommendation, sponsorship, or approval by Kulvivah of any third party or its products or services.

Kulvivah is not responsible for the content, availability, accuracy, security, or privacy practices of any third-party website or resource.

13.5 Payment Services

Payments for subscriptions or other Paid Services are processed through authorized third-party payment service providers. Kulvivah does not directly process or store your complete payment card details. Payment transactions are subject to the applicable payment provider's terms and privacy policy.

13.6 Communication Services

Kulvivah may use third-party providers to send emails, SMS, WhatsApp messages, push notifications, verification codes, and other communications relating to the Platform. Delivery of such communications depends upon the availability and performance of the relevant service providers and telecommunications networks.

13.7 App Stores

If you access the Platform through a mobile application downloaded from Google Play, the Apple App Store, or another authorized application marketplace, your download, installation, billing (where applicable), and use of the application may also be subject to the applicable app store's terms and policies.

13.8 Service Interruptions

Kulvivah shall not be responsible for any interruption, delay, failure, data loss, security incident, or other issue arising solely from the acts, omissions, or failures of Third-Party Services beyond Kulvivah's reasonable control.

13.9 Changes to Third-Party Services

Kulvivah may add, replace, modify, or discontinue the use of any Third-Party Service at any time where reasonably necessary for operational, technical, security, legal, or business reasons.

13.10 No Warranty

Kulvivah makes no representation or warranty regarding the availability, quality, reliability, suitability, or performance of any Third-Party Service. Your use of Third-Party Services is at your own discretion and subject to the applicable third party's terms.

Nothing in this Section limits Kulvivah's obligations under applicable law with respect to the selection, oversight, or use of Third-Party Services where such obligations cannot be excluded or limited.

14. Suspension, Restriction, and Termination of Accounts

14.1 User-Initiated Account Closure

You may close your account at any time through the Platform or by contacting Kulvivah. Closure of your account will not automatically entitle you to a refund of any fees paid, except as required by applicable law or the Refund and Cancellation Policy.

14.2 Suspension or Restriction by Kulvivah

Kulvivah may suspend, restrict, or limit access to your account or any part of the Platform where we reasonably believe that:

- you have violated these Terms, the Privacy Policy, or any other applicable platform policy;
- you have provided false, inaccurate, misleading, or incomplete information;
- your account is involved in fake profiles, impersonation, fraud, scams, spam, abuse, harassment, or other prohibited activities;
- your account poses a security, legal, operational, or reputational risk to the Platform or its users;
- verification of your identity or account information is required and has not been completed within a reasonable time;

- suspension is necessary to comply with applicable law, a court order, or a lawful request from a competent authority; or
- suspension is reasonably necessary to protect the security, integrity, or proper operation of the Platform.

14.3 Termination

Kulvivah may terminate your account where:

- the grounds for suspension are not resolved within a reasonable period;
- repeated or serious violations of these Terms occur;
- your conduct results in harm to other users or the Platform;
- continued access would expose Kulvivah or its users to legal, regulatory, operational, or security risks; or
- termination is required by applicable law.

14.4 Immediate Action

Where reasonably necessary to prevent fraud, abuse, security incidents, child safety violations, unlawful activities, or other significant risks, Kulvivah may immediately suspend or terminate an account without prior notice, subject to applicable law.

14.5 Effect of Suspension or Termination

Upon suspension or termination:

- your right to access or use the affected account or Services may immediately cease;
- Kulvivah may remove, restrict, or disable access to your profile or User-Generated Content, where appropriate;
- active subscriptions or premium features may be cancelled in accordance with these Terms and the Refund and Cancellation Policy;
- Kulvivah may retain information where required or permitted by applicable law or the Privacy Policy.

14.6 Outstanding Obligations

Termination or closure of your account does not relieve you of any obligations or liabilities that accrued before the effective date of termination, including payment obligations, indemnification obligations, or liabilities arising from violations of these Terms.

14.7 Appeals

Where appropriate, a user whose account has been suspended or terminated may contact Kulvivah to request a review of the decision. Submission of a review request does not guarantee reinstatement. Kulvivah will consider such requests in accordance with its internal procedures and applicable law.

14.8 Survival

Any provisions of these Terms that by their nature are intended to survive suspension, termination, or account closure, including provisions relating to intellectual property, privacy, limitation of liability, indemnification, dispute resolution, and governing law, shall continue to remain in effect.

14.9 Re-Registration

Users whose accounts have been suspended or terminated must not create a new account without Kulvivah's prior written permission. Kulvivah may identify and remove duplicate or replacement accounts created to circumvent enforcement actions.

15. Disclaimers of Warranties

15.1 Platform Provided "As Is"

To the maximum extent permitted by applicable law, the Platform and Services are provided on an "as is" and "as available" basis, without any express or implied warranties, representations, or guarantees of any kind.

15.2 No Guarantee of Outcomes

Kulvivah provides a technology platform to facilitate matrimonial introductions between users. We do not guarantee:

- the suitability or compatibility of any match;
- that any communication will result in friendship, engagement, marriage, or any relationship;
- the accuracy, completeness, authenticity, or reliability of user-provided information;
- the identity, intentions, conduct, background, financial status, marital status, or character of any user;
- uninterrupted, timely, secure, or error-free operation of the Platform; or
- that the Platform will always be free from bugs, viruses, malware, or other harmful components.

Kulvivah does not conduct criminal background checks, financial due diligence, medical assessments, or matrimonial suitability assessments of users unless expressly stated on the Platform.

15.3 User Responsibility

Users are solely responsible for evaluating profiles, verifying information, exercising appropriate caution, and making independent decisions regarding communications, meetings, financial transactions, engagements, marriages, or any other interactions arising from use of the Platform.

15.4 Identity Verification

Where Kulvivah offers identity verification or profile verification features, such verification is intended solely to improve trust and user confidence. Identity verification does not guarantee the authenticity, accuracy, honesty, completeness, intentions, or future conduct of any user.

15.5 Third-Party Services

Kulvivah makes no representation or warranty regarding the availability, quality, security, performance, or reliability of any Third-Party Services integrated with or accessible through the Platform. Your use of such services is subject to the applicable third party's terms and policies.

15.6 Availability

Kulvivah may modify, suspend, discontinue, or restrict access to any part of the Platform at any time for maintenance, security, operational, legal, or business reasons. We do not warrant that the Platform will be continuously available or free from interruptions.

15.7 Communications Between Users

Kulvivah is not responsible for the content of communications between users or for any actions, omissions, disputes, or consequences arising from interactions occurring on or outside the Platform.

15.8 No Professional Advice

Information, recommendations, compatibility scores, search results, or other content made available through the Platform are provided solely for general informational and matchmaking purposes and do not constitute legal, financial, medical, psychological, relationship, or other professional advice.

15.9 Statutory Rights

Nothing in these Terms excludes, restricts, or limits any rights, remedies, guarantees, or warranties that cannot lawfully be excluded or limited under applicable law.

16. Limitation of Liability

16.1 Limitation of Liability

To the maximum extent permitted by applicable law, Kulvivah, its partners, affiliates, directors, officers, employees, licensors, service providers, and agents shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including loss of profits, revenue, business opportunities, goodwill, reputation, data, or other intangible losses, arising out of or relating to:

- your access to or use of, or inability to access or use, the Platform;
- interactions or disputes between users;
- reliance on information or content provided by users;
- unauthorized access to or alteration of your information;
- interruptions, delays, technical failures, or unavailability of the Platform;
- third-party services, products, or websites; or
- any other matter arising from or relating to the Platform or these Terms.

16.2 Liability Cap

To the maximum extent permitted by applicable law, Kulvivah's total aggregate liability arising out of or relating to the Platform or these Terms shall not exceed the greater of:

- the total amount paid by you to Kulvivah for Paid Services during the twelve (12) months immediately preceding the event giving rise to the claim; or
- INR 5,000 or fees actually paid by the user during the previous 12 months (whichever is greater).

16.3 User Interactions

Kulvivah is not responsible for the acts, omissions, conduct, statements, representations, or interactions of users, whether occurring on or outside the Platform. Users are solely responsible for their communications, meetings, financial dealings, engagements, marriages, and other interactions with other users.

16.4 Verification

Identity verification, profile verification, badges, or similar trust indicators are provided solely to improve user confidence and do not constitute a warranty regarding the identity, honesty, intentions, or conduct of any user.

16.5 Force Majeure

Kulvivah shall not be liable for any failure or delay in performing its obligations where such failure or delay results from events beyond its reasonable control, including natural disasters, epidemics, pandemics, war, terrorism, civil unrest, strikes, governmental actions, power failures, internet or telecommunications failures, cyberattacks, or failures of third-party infrastructure or service providers.

"Kulvivah's liability in relation to Force Majeure Events shall be governed by Section 19 (Force Majeure)."

16.6 No Limitation Where Prohibited

Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited under applicable law, including liability arising from fraud, wilful misconduct, or any other liability that applicable law prohibits from being excluded or limited.

16.7 Basis of the Bargain

You acknowledge that the limitations of liability contained in these Terms form an essential basis of the agreement between you and Kulvivah and that Kulvivah would not be able to provide the Platform on the same commercial terms without such limitations.

17. Indemnification

17.1 User Indemnity

To the maximum extent permitted by applicable law, you agree to defend, indemnify, and hold harmless Kulvivah Matrimonial LLP, its partners, affiliates, directors, officers, employees, agents, licensors, and service providers (collectively, the **"Indemnified Parties"**) from and against any claims, actions, proceedings, liabilities, damages, losses, costs, expenses, fines, penalties, and reasonable legal fees arising out of or relating to:

- your use or misuse of the Platform or Services;
- your breach of these Terms, the Privacy Policy, or any other applicable platform policy;
- your violation of any applicable law or regulation;
- your infringement or alleged infringement of the intellectual property, privacy, publicity, contractual, or other rights of any person;

- any false, inaccurate, misleading, or unlawful information or content submitted by you;
- your interactions, communications, transactions, or disputes with other users; or
- any negligent, fraudulent, abusive, or unlawful act or omission by you.
- any meeting, engagement, marriage, financial transaction, gift, loan, investment, or other arrangement entered into by you with another user through or following use of the Platform

17.2 Cooperation

Where an indemnifiable claim arises, you agree to cooperate with Kulvivah in the investigation, defence, or settlement of the claim and to provide all reasonably requested information and assistance.

17.3 Defence and Settlement

Kulvivah reserves the right, at its own expense, to assume the exclusive defence and control of any matter subject to indemnification. You agree not to settle any claim affecting an Indemnified Party without Kulvivah's prior written consent if the settlement imposes any obligation, admission of liability, or restriction on an Indemnified Party.

17.4 Exclusions

Your indemnification obligations shall not apply to the extent that a claim, loss, or liability arises directly from Kulvivah's fraud, wilful misconduct, or any act or omission for which liability cannot be excluded or limited under applicable law.

17.5 Survival

The obligations under this Section shall survive the suspension, termination, or closure of your account and the termination or expiration of these Terms to the extent necessary to resolve claims or liabilities arising before or after such termination.

18. Governing Law and Dispute Resolution

18.1 Governing Law

These Terms, your use of the Platform, and any dispute, claim, or controversy arising out of or relating to the Platform or these Terms shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.

18.2 Good Faith Resolution

If a dispute arises between you and Kulvivah, both parties agree to make reasonable efforts to resolve the dispute amicably through good-faith discussions before initiating formal legal proceedings.

You may contact Kulvivah using the contact details provided in these Terms to seek resolution of any complaint or dispute.

18.3 Jurisdiction

Subject to applicable law, the courts having jurisdiction over **Beed, Maharashtra, India**, shall have exclusive jurisdiction over any dispute arising out of or relating to these Terms or the Platform.

Nothing in this Section restricts any rights that a user may have under applicable law to approach a court, consumer forum, regulatory authority, or other competent authority where such rights cannot lawfully be excluded.

18.4 Injunctive Relief

Nothing in these Terms prevents Kulvivah from seeking interim, equitable, or injunctive relief from a court of competent jurisdiction where reasonably necessary to protect its intellectual property, confidential information, security, or other legal rights.

18.5 Limitation Period

To the extent permitted by applicable law, any claim arising out of or relating to these Terms or the Platform should be brought within the period prescribed under applicable law. Nothing in this Section limits any statutory limitation period that cannot lawfully be modified.

18.6 Continued Performance

Unless prohibited by applicable law or the nature of the dispute, the parties shall continue to perform their respective obligations under these Terms during the resolution of any dispute.

19. Force Majeure

19.1 Force Majeure Events

Kulvivah shall not be liable for any delay, interruption, failure, or inability to perform its obligations under these Terms where such delay or failure results from events beyond its reasonable control ("Force Majeure Event"), including but not limited to:

- natural disasters, floods, earthquakes, storms, or fires;
- epidemics, pandemics, or public health emergencies;

- war, terrorism, civil unrest, riots, or acts of public authorities;
- strikes, labour disputes, or industrial actions;
- power outages or failures of telecommunications, internet, cloud infrastructure, hosting providers, or other third-party services;
- cyberattacks, denial-of-service attacks, malware incidents, or other significant cybersecurity events;
- governmental actions, legal restrictions, court orders, or regulatory requirements; or
- any other event beyond Kulvivah's reasonable control.

19.2 Suspension of Obligations

During a Force Majeure Event, Kulvivah's affected obligations under these Terms shall be suspended for the duration of the Force Majeure Event to the extent reasonably necessary.

19.3 Reasonable Efforts

Kulvivah will use commercially reasonable efforts to mitigate the effects of a Force Majeure Event and resume normal operation of the Platform as soon as reasonably practicable.

19.4 No Liability

To the maximum extent permitted by applicable law, Kulvivah shall not be liable for any loss, damage, delay, interruption, or failure to perform resulting directly from a Force Majeure Event.

19.5 User Obligations

A Force Majeure Event does not automatically relieve users of obligations that arose before the occurrence of the Force Majeure Event, unless otherwise required by applicable law or expressly agreed by Kulvivah.

20. Notices and Electronic Communications

20.1 Consent to Electronic Communications

By creating an account or using the Platform, you consent to receive communications from Kulvivah electronically, including by email, SMS, WhatsApp, push notifications, in-app notifications, or notices posted on the Platform, where permitted by applicable law.

20.2 Types of Communications

Electronic communications may include:

- account verification and security alerts;
- password reset and login notifications;
- subscription, payment, renewal, and billing information;
- service announcements and operational updates;
- notices relating to these Terms, the Privacy Policy, or other platform policies;
- responses to customer support requests;
- legal, regulatory, or compliance-related notices; and
- marketing or promotional communications where permitted by applicable law and subject to your communication preferences.
- Identity verification requests, one-time passwords (OTPs), and account recovery communications.

20.3 Delivery of Notices

Kulvivah may provide notices by:

- email to the email address associated with your account;
- SMS or WhatsApp to your registered mobile number;
- push or in-app notifications;
- posting notices on the Platform; or
- any other electronic communication method permitted by applicable law.

20.4 User Responsibility

You are responsible for maintaining accurate and up-to-date contact information in your account and for ensuring that you can receive communications from Kulvivah. Kulvivah shall not be responsible for any failure to receive communications resulting from inaccurate contact information, full mailboxes, spam filters, telecommunications failures, or other circumstances beyond its reasonable control.

20.5 When Notices Are Deemed Received

Unless otherwise required by applicable law:

- emails are deemed delivered when sent to the registered email address;
- SMS, WhatsApp, push notifications, and in-app notifications are deemed delivered when transmitted to the registered device or account;

- notices posted on the Platform are deemed delivered when published.

Actual receipt is not required where the notice has been sent or published using the contact details or communication methods provided by the user, except where applicable law requires otherwise.

20.6 Communications From Users

Any legal notice or communication to KulvivaH relating to these Terms should be sent using the contact details provided in the **Contact Information** section or through any other communication channel expressly designated by KulvivaH.

20.7 Electronic Records

Electronic communications, records, acknowledgements, logs, and confirmations generated or maintained by KulvivaH may be retained as evidence of communications and transactions to the extent permitted by applicable law.

21. Miscellaneous

21.1 Entire Agreement

These Terms, together with the Privacy Policy, Refund and Cancellation Policy, Community Guidelines (if applicable), and any other policies or guidelines expressly incorporated by reference, constitute the entire agreement between you and KulvivaH regarding your use of the Platform and supersede all prior or contemporaneous understandings, communications, and agreements relating to the subject matter.

21.2 Severability

If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court or competent authority, that provision shall be enforced to the maximum extent permitted by applicable law, and the remaining provisions shall continue in full force and effect.

21.3 Waiver

Any failure or delay by KulvivaH to exercise or enforce any right or provision under these Terms shall not constitute a waiver of that right or provision. A waiver shall be effective only if made expressly in writing by an authorized representative of KulvivaH.

21.4 Assignment

You may not assign, transfer, delegate, or otherwise dispose of your rights or obligations under these Terms without KulvivaH's prior written consent.

Kulvivah may assign or transfer its rights and obligations under these Terms in connection with a merger, acquisition, corporate restructuring, sale of assets, or other lawful business reorganization, subject to applicable law.

21.5 No Partnership or Agency

Nothing in these Terms creates or shall be construed as creating any partnership, joint venture, agency, employment, fiduciary, or representative relationship between you and Kulvivah.

21.6 Survival

Any provisions of these Terms that by their nature are intended to survive suspension, termination, or expiration shall continue in effect, including provisions relating to intellectual property, privacy, payment obligations, indemnification, disclaimers, limitation of liability, dispute resolution, and any accrued rights or obligations.

21.7 Interpretation

Headings are provided solely for convenience and do not affect the interpretation of these Terms. Words importing the singular include the plural and vice versa where the context so requires.

21.8 No Third-Party Rights

Except as expressly provided in these Terms, no person or entity other than you and Kulvivah shall have any right to enforce any provision of these Terms.

21.9 Compliance with Applicable Laws

You agree to comply with all applicable laws, regulations, and governmental requirements in connection with your access to and use of the Platform.

Kulvivah will operate the Platform in accordance with applicable laws to the extent required.

21.10 Language

These Terms are published in English. Where translations are provided for convenience, the English version shall prevail to the extent permitted by applicable law in the event of any inconsistency or conflict.

21.11 Independent Provisions

Each provision of these Terms operates independently. If any provision is found to be invalid or unenforceable, the remaining provisions shall remain valid and enforceable to the fullest extent permitted by applicable law.

21.12 Reservation of Rights

Kulvivah reserves all rights not expressly granted under these Terms.

22. Contact Information

If you have any questions, concerns, requests, or complaints regarding these Terms, the Platform, or our Services, you may contact us using the details below:

Kulvivah Matrimonial LLP

Registered Office:

H. No. 1-3-6382, Jijau Apartment, Near Renu Hospital,
Beed – 431122, Maharashtra, India

Customer Support

Email: support@kulvivah.com

Grievance Officer

In accordance with applicable law, Kulvivah has designated a Grievance Officer to address grievances relating to the Platform, these Terms, and the processing of personal information.

Email: grievance@kulvivah.com

Phone: +91 94038 37175

Kulvivah will review and respond to grievances and other communications in accordance with applicable law.

Effective Date: 18 July 2026

Last Updated: 18 July 2026