

# Kurum Group Service Policy

## 1. Introduction

At **Kurum Group**, we are committed to providing exceptional services to our clients while maintaining the highest standards of integrity, transparency, and customer satisfaction. This Service Policy outlines the terms, conditions, and procedures governing the use of our services.

By accessing and using our services, you agree to comply with the terms and conditions stated in this policy.

## 2. Our Services

Kurum Group offers a range of business setup services tailored to meet the needs of our clients. Our services include but are not limited to:

- Company formation in the UAE and GCC.
- Licensing and regulatory compliance.
- Business consultancy and advisory services.
- Visa processing and employee recruitment.
- Office space and facility management.

For a detailed list of our services, please refer to our **Service Offerings** page.

## 3. Service Agreement

By engaging with **Kurum Group**, you agree to enter into a service agreement that outlines the scope of services to be provided, including deliverables, timelines, and associated costs. Any modifications or additions to the scope of services will be subject to mutual agreement.

## 4. Service Charges and Payment Terms

All fees for services are outlined in the service agreement or proposal. Payments must be made in accordance with the terms specified, which may include upfront payments, installment plans, or payments upon completion of specific milestones.

We accept various payment methods, including bank transfers, credit cards, and electronic payments.

## 5. Confidentiality and Data Protection

We are committed to maintaining the confidentiality and security of all personal and business data provided by our clients. Any information you provide will be used only for the purposes of delivering the services you have requested. We adhere to **GDPR** and relevant data protection laws to ensure your data is handled securely.

For more information on how we protect your personal information, please refer to our **Privacy Policy**.

## **6. Customer Support and Communication**

Our customer support team is available to assist you throughout the process. We provide support through:

- Phone: +971 4 222 4749
- Email: [setup@kurumgroup.com](mailto:setup@kurumgroup.com)
- Website Contact Form

Please do not hesitate to reach out if you have any questions or concerns about our services.

## **7. Service Delivery Timeline**

We strive to deliver all services promptly and efficiently. However, certain services may require additional time due to external factors such as regulatory approvals or government processes. We will communicate any potential delays and work with you to ensure minimal impact on your business.

## **8. Cancellation and Refund Policy**

If you wish to cancel any service or request a refund, please notify us within 14 days of the service initiation. Refunds will be processed based on the service rendered and in accordance with the terms specified in the service agreement. Certain non-refundable fees may apply depending on the nature of the service.

## **9. Limitation of Liability**

While we make every effort to provide high-quality services, **Kurum Group** cannot be held liable for any indirect, consequential, or incidental damages arising from the use of our services. We are not responsible for delays caused by third-party vendors or government agencies.

## **10. Service Modifications**

**Kurum Group** reserves the right to modify or discontinue services at any time. Clients will be notified of any changes that may affect their engagement with us.

## **11. Dispute Resolution**

In the event of a dispute, both parties agree to attempt to resolve the issue amicably through negotiation. If the dispute cannot be resolved informally, it will be submitted to binding arbitration in accordance with the laws of the UAE.

## 12. Governing Law

This Service Policy is governed by the laws of the UAE and any disputes will be subject to the jurisdiction of UAE courts.

## 13. Contact Us

If you have any questions about this Service Policy or would like more information on our services, please feel free to reach out to us:

- **Phone:** +971 4 222 4749
- **Email:** [setup@kurumgroup.com](mailto:setup@kurumgroup.com)
- **Address:** P.O. Box 72780, Al Ameri Tower - Office 1808 & 1203 - 12th Floor - Barsha Heights - Dubai