

TERMS AND CONDITIONS

TECTRIX SERVICE DMCC

Version dated July 13, 2026.

1. About These Terms

1.1. These Terms and Conditions (“Terms”) govern access to and use of the website <https://www.tectrixservice.com> (the “Site”) and the service made available through it (the “Service”), operated by TECTRIX SERVICE DMCC, a company under License No. DMCC-878815, with its registered address at Unit No. BA1170, DMCC Business Centre, Level No. 1, Jewellery & Gemplex 3, Dubai, United Arab Emirates (“Company”, “Tectrix”, “we”, “us”).

1.2. These Terms apply to any business or individual that registers for, accesses, or uses the Service to send payouts (“Client”, “you”), and, where relevant, to any person who receives funds through the Service (“Recipient”).

1.3. By registering an account, accessing the Site, or using the Service, you confirm that you have read, understood, and agree to be bound by these Terms, the Privacy Policy, and the Company’s AML Policy.

1.4. We may modify or replace these Terms at any time at our sole discretion.

2. Definitions

- “Service” means the payout service offered by the Company, enabling a Client to send funds to Recipients such as contractors, freelancers, referral or affiliate partners, agents, or remote workers.
- “Client” means the business or individual that has registered to use the Service in order to send payouts to Recipients.
- “Recipient” means a natural or legal person designated to receive a payout, whether registered directly by the Client or self-registered through a Recipient sign-up link.
- “Payout” means a transfer of funds initiated by the Client through the Service to a Recipient, released by card number, bank account number, or another local payout method supported by the Company.
- “Payment Provider” means any bank, card scheme, payment system, or other regulated entity technically involved in executing a Payout.
- “Failed Payout” means a Payout accepted for processing that is not completed by crediting funds to the Recipient.

3. The Service

3.1. Service allows a Client to send instant payments to contractors, referral and affiliate partners, agents, commission earners, and remote employees abroad, to a card, bank account, or local payout method, while the Company handles verification, currency conversion, and compliance documentation.

3.2. The Company may modify, expand, or discontinue any feature of the Service at its discretion, including by notifying Clients through the Site.

4. How the Service Works

4.1. Adding a Recipient

A Recipient can be added to the Service in one of two ways: (a) the Client enters the Recipient’s details directly; or (b) the Recipient self-registers their own payout details through a sign-up link provided by the Client. In either case, the Recipient is responsible for the accuracy of the payout details they provide or confirm.

4.2. Verification

Before any funds are released, the Company automatically checks the cardholder name and account details provided for the Recipient. The Company may request additional information or documents from the Client or the Recipient where required for verification, fraud prevention, or compliance purposes.

4.3. Sending a Payout

To send a Payout, the Client logs into their account, opens the “Payouts” section, selects the preferred payout method (for example, a bank card), and enters the card or account number together with the Recipient’s full name. The Client then enters the payout amount - taking into account any applicable service fees - and confirms the transaction using a one-time SMS code or push notification.

4.4. Processing and Availability

Payouts are released instantly, 24 hours a day, 7 days a week, including weekends and public holidays, subject to successful verification and risk screening. While the Company aims for instant delivery, actual crediting times may depend on the relevant Payment Provider or the Recipient’s bank and are not solely within the Company’s control.

4.5. Multi-Currency and Cross-Border Payouts

The Service supports Payouts in multiple currencies to Recipients located in a range of countries. Applicable exchange rates and any currency conversion fees are disclosed to the Client before a Payout is confirmed.

4.6. Fees

Fees applicable to a Payout are disclosed to the Client at the time the transaction is initiated, before confirmation, and are taken into account in the amount confirmed by the Client. Current fee schedules are available on the Site or upon request from the Company.

4.7. Documentation

A payout confirmation and statement are generated automatically for each completed Payout and made available to the Client for their records.

4.8. Fraud and Risk Monitoring

The Company applies automated and manual checks designed to flag unusual or suspicious activity before a Payout is released. The Company may delay, hold, decline, or reverse a Payout, or suspend a Client’s or Recipient’s access to the Service, where such checks indicate a risk of fraud, error, or non-compliance with applicable law, this Company’s AML Policy, or these Terms.

5. Client Obligations

- provide accurate, complete, and up-to-date information about itself and, where applicable, about Recipients it adds directly;
- ensure that any Recipient it adds directly has consented to receiving the Payout and to the processing of their data for that purpose;
- use the Service only for lawful payout purposes and not for money laundering, terrorist financing, or any other unlawful activity;
- promptly notify the Company of any unauthorised use of its account or any suspected error in a Payout;
- comply with the Company’s AML Policy and any verification requests made by the Company.

6. Recipient Responsibilities

- provide accurate payout details (cardholder name, card or account number, or other required details) when self-registering or confirming details added by a Client;
- promptly update payout details if they change, to avoid a Failed Payout;
- cooperate with any verification request from the Company where required to release a Payout.

7. Intellectual Property

7.1. The Site, the Service, and their original content, features, and functionality are and will remain the exclusive property of the Company.

8. Links to Other Websites

8.1. The Site may contain links to third-party websites or services that are not owned or controlled by the Company. The Company has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any such third-party websites or services, and shall not be liable, directly or indirectly, for any damage or loss caused or alleged to be caused by reliance on such content.

9. Suspension and Termination

9.1. The Company may suspend or terminate a Client's or Recipient's access to the Service at any time, without prior notice, including where required for compliance, risk, or security reasons, or where these Terms have been breached.

9.2. Provisions of these Terms which by their nature should survive termination - including ownership, warranty disclaimers, indemnity, and limitations of liability - shall survive termination.

10. Disclaimer

10.1. Use of the Service is at the Client's and Recipient's own risk. The Service is provided on an "as is" and "as available" basis, without warranties of any kind, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

11. Limitation of Liability

11.1. The Company is not liable for any failure, delay, or error in a Payout caused by inaccurate Recipient details, or by the act, omission, or refusal of a Payment Provider, bank, or other third party outside the Company's reasonable control.

12. Force Majeure

12.1. Neither party is liable for failure or delay in performance caused by circumstances beyond its reasonable control, including failures of payment systems or banks, changes in currency, sanctions, or other applicable law, acts of government authorities, or natural disasters.

13. Governing Law and Dispute Resolution

13.1. These Terms are governed by and construed in accordance with the laws of the United Arab Emirates, without regard to conflict-of-law principles.

13.2. The parties shall first attempt to resolve any dispute arising out of or in connection with these Terms or the Service through good-faith negotiation. Any dispute not resolved within a reasonable time shall be subject to the exclusive jurisdiction of Dubai International Arbitration Centre, save where mandatory applicable law provides otherwise.

14. General Provisions

14.1. Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision is held invalid or unenforceable, the remaining provisions remain in full force and effect.

14.2. These Terms, together with the Privacy Policy and the AML Policy, constitute the entire agreement between the Client and the Company regarding the Service and supersede any prior agreements on the same subject matter.

14.3. AML Policy and operating licence are published on the Site: <https://www.tectrixservice.com>.

15. Contact

Company TECTRIX SERVICE DMCC

Email manager@tectrixservice.com

Website <https://www.tectrixservice.com>