BIG-MATRIX SOLUTIONS

Section# 11, Block# A, Mainroad# 3,
Plot# 10, Pallabi, Mirpur, Dhaka - 1216
+880 1339 870730
contact@big-matrix.com
big-matrix.com

POLICY

Terms and Conditions

Last updated: 14 November 2026

These Terms and Conditions apply when you visit our website, https://big-matrix.com, or buy or use the software products and services of Big-Matrix Solutions Ltd. ("Big-Matrix Solutions", "we", "us" or "our"). Please read them carefully before you place an order.

01 Who we are

Big-Matrix Solutions Ltd. is a private limited company incorporated in Bangladesh under the Companies Act, 1994. Our company details are:

LEGAL NAME	**Big-Matrix Solutions Ltd.**
TRADE LICENCE	**TRAD/DNCC/011096/2026 (Dhaka North City Corporation)**
REGISTERED OFFICE	**Section# 11, Block# A, Mainroad# 3, Plot# 10, Pallabi, Mirpur, Dhaka - 1216, Bangladesh**

02 Accepting these terms

By using our website, creating an account or placing an order, you agree to these Terms and Conditions, our Privacy Policy, our Refund Policy and our Delivery Policy. If you are acting for an organisation, you confirm that you are authorised to accept these terms on its behalf. If you do not agree, please do not use our website or services.

03 Our products and services

We sell software and digital services online: subscriptions to our cloud (SaaS) products, software licences, and software development and support services. We do not sell physical goods. Custom development projects are also governed by the signed agreement or quotation for that project; where it differs from these terms, the signed agreement applies.

04 Your account

- Give us accurate and complete information, and keep it up to date.
- Keep your login details secure and do not share them outside your organisation.

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- Tell us straight away at contact@big-matrix.com if you think someone has used your account without permission.
- You are responsible for activity that takes place under your account.

05 Orders, prices and payment

- Prices are shown in Bangladeshi Taka (BDT) unless we state otherwise, and include or exclude VAT as shown at checkout or in your quotation.
- Online payments are processed by secure, licensed payment gateways. We do not see or store your full card number, PIN or account password.
- Your order is confirmed when we receive confirmation of your payment.
- We may decline or cancel an order, for example if a price was shown in error or a payment cannot be verified. If we cancel an order you have paid for, we refund the full amount.

06 Subscriptions and renewal

Subscriptions run for the billing period you choose. Where your plan renews automatically, we tell you this before you pay. You can cancel at any time to stop the next renewal, and you keep access until the end of the period you have paid for.

07 Delivery

Our products and services are delivered online. Cloud subscriptions are activated within 24 hours of payment confirmation, and licences and download links are sent within 1 working day. Full details are in our Delivery Policy.

08 Refunds

You can request a refund in the cases set out in our Refund Policy. Approved refunds are completed within 7 to 10 working days and are paid to your original payment method.

09 Acceptable use

When you use our website, products or services, you must not:

- Break any law or use them for fraud or any other unlawful purpose.
- Try to gain unauthorised access to our systems or other users' data, or interfere with their security or performance.

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- Copy, modify, resell or reverse engineer our software, except where the law allows it or we agree in writing.
- Upload malware or content that infringes the rights of others.

10 Your data and privacy

We handle personal information as described in our Privacy Policy. Where you use our healthcare or business products to store your own clients' or patients' data, you remain responsible for that data and for the consent of the people it belongs to, and we process it only on your instructions.

11 Intellectual property

Our website, software, designs and content belong to Big-Matrix Solutions Ltd. or our licensors. Buying a subscription or licence gives you the right to use the software under these terms; it does not transfer ownership. Your own data remains yours. Ownership of custom development work is set out in the agreement for that project.

12 Clinical and professional use

Our diagnostic, imaging and AI tools support qualified professionals; they do not replace clinical or professional judgement. Decisions about patient care remain the responsibility of the treating clinician.

13 Availability and support

We work to keep our website and services available and secure, but we cannot guarantee that they will always be uninterrupted or error-free. We may carry out maintenance, and we will try to give notice of planned downtime that affects your service.

14 Limitation of liability

To the extent the law allows, we are not liable for indirect or consequential loss, such as loss of profit, revenue or data, arising from your use of our website or services. Our total liability for any claim is limited to the amount you paid us for the service concerned in the 12 months before the claim. Nothing in these terms limits liability that cannot be limited under the laws of Bangladesh.

15 Suspension and termination

We may suspend or close an account that breaks these terms, fails to pay, or puts our systems or other users at risk. Where we can, we will tell you first and give you a chance to fix the problem. You can stop using our services and close your account at any time.

16 Changes to these terms

We may update these Terms and Conditions from time to time. Changes take effect when we post them on this page with a new "last updated" date. The terms in force on the date of your order apply to that order.

17 Governing law

These terms are governed by the laws of Bangladesh. We will try to settle any disagreement with you by discussion first. If we cannot, the courts of Dhaka, Bangladesh, have jurisdiction.

18 Contact us

If you have any questions about these Terms and Conditions, contact us:

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