

## **MY LIFE'S RULES – FAQ'S**

### **1) What is the object of this app?**

This app is made about good habits in everyone's life and how to adopt them so that every person can live their best life. This app is designed to provide information about challenges/problems in the daily lives of clients/families and solutions to them. And is focused on helping the clients/families through the digital product for solutions of their clients/families' challenges/problems through videos and related services for digital product. Our platform is designed to give you access to practical advice and actionable solutions through carefully curated videos and personalized consultation services. Each appointment focuses on one specific matter related to one person, ensuring targeted advice. Our personalized consultations allow you to discuss specific challenges your family is facing. Each appointment focuses on one issue related to one person. Access our comprehensive library of digital resources designed to help you implement solutions to common family challenges.

### **2) What are the subscription charges of this app?**

The subscription charges of this app namely “MY LIFE'S RULES” are rupees 10,000/-. But we have given the discount of 80%, so the effective subscription charges of this app are rupees 1999/- **(IN WORDS ONE THOUSAND NINE HUNDRED NINETY-NINE)** only.

### **3) What do I need to do if I want to delete my account and associated data?**

If you do not want this information to be stored in our app, you can go to the website [www.mylifesrules.com](http://www.mylifesrules.com) and at “**My Profile**” section in app and click on **Data Deletion** in its footer, fill out the form in it and click on Submit, after which we will permanently delete your account and personal data within seven business days from this app.

#### **4) What is the validity of this app?**

The validity of this app is **ONE YEAR** i. e. **365 DAYS** from the date and time of subscription payments.

#### **5) What happen after ONE YEAR of the subscription of this app?**

Your account will be deleted automatically.

#### **6) What facility have been provided by this app?**

We have provided 101 information videos of family problems cases and 101 solutions in pdf.

#### **7) What is meant by Refer and earn?**

The refer and earn means you will get **10%** amount of **1999/- (IN WORDS ONE THOUSAND NINE HUNDRED NINETY-NINE)** if someone use your referral code and paid the app subscription.

#### **8) How can I generate my referral code?**

To generate you are referral code you must go to refer and earn section and enter your enter bank details with pan card number and then click on generate refer and earn. you are referral code will be generated automatically. and it's appeared in next column. you can share your referral code to others. if anybody use your referral code while

purchasing the app subscription, you will get **10%** amount of the price that is rupees **200/- (IN WORDS RUPEES TWO HUNDRED)** only. Bank details with pan card number are mandatory.

**9) How can I see my refer and earn amount?**

You can see the details of refer and earn amount in the section namely my wallet, as well as in the profile. It is display refer and earn amount.

**10) When I get my refer and earn amount?**

After **15** days we transfer your amount of refer and earn in your bank, and it will reflect in your bank account within next **7** days, means you will get the refer and earn amount within **21** days.

**11) How many transactions are required for transfer of the refer and earn amount?**

Minimum **5** transactions are mandatory for the transfer of the refer and earn amount.

**12) Whether there are charges for transfer of refer and earn amount?**

Yes, there are minimum charges of rupees **50/- (RUPEES FIFTY ONLY)** for per transaction has been levelled by us and should be borne by the client and deducted from you the refer and earn amount. Transaction charges will change from time to time as required.

**13) Whether there are any other deductions from the refer and earn amount?**

Yes, the amount of TDS will be deducted from the refer and earn amount and will be deposited to the account of State Government and Central Government of India.

**14) Whether I will get this TDS amount from the Government?**

Yes, you will get this TDS amount from the State Government and Central Government of India. And the expenses required for the return of this TDS amount shall be borne by the clients only.

**15) Whether I can see the Transfer amount transactions?**

Yes, you will see that transfer amount transactions in profile sections, in the transfer payment details as well as in the wallet section. The wallet display both credited and debited transactions.

**16) If I have queries or need a details information about my family problems, what can I do?**

If you have any queries or problems regarding your family, or any other family problems, you can book an appointment.

**17) Are there any charges for booking of an appointment?**

Yes, there are charges of rupees 4999/- (IN WORDS FOUR THOUSAND NINE HUNDRED NINETY-NINE) for per appointment and per person.

**18) How many problems I should discuss when I book an appointment?**

You can discuss only one family problem which are related to each other in each appointment. And related to the matters which are discussed in 101 videos.

**19) Are there any additional charges if a client wants to make their appointment early, perhaps because there are many appointments booked?**

Yes, if you need to complete your appointment urgently, you will have to pay additional serial break charges. The amount of these serial break charges will be at the sole discretion of "MY LIFE'S RULES" and its "PROPRIETOR" and will be binding on all clients.

**20) Can I get the bill invoice for the payments?**

Yes, you can get the bill invoice of every payment in my order section.

**21) How can I get PDF invoice?**

You can go to my orders, click on download invoice, you will have the two options download and share. you can download your PDF bill invoice as well as you can share your bill invoice in PDF.

**22) Where I found my details?**

You will see your details in the profile section.

**23) What can I do if my mobile lost, burn, destroy or stolen, unfortunately?**

You can reinstall the app namely "MY LIFE'S RULES" and login the app and go to profile and change password for your security.

**24) Is it mandatory to change my password after my subscription payment?**

Yes, it is highly recommended and requested to you to change the password your better security.

**25) How can I recover my password if I forgot my password?**

You can recover your password at first login page. just click on reset password bar and enter your full name and login mobile number which

you have used at the time of purchase, you will get SMS which contains your password.

**26) Can I login the app in multiple mobiles?**

No, you can use this app in one mobile.

**27) What happened if I install “MY LIFE’S RULES” app in another mobile and login with my ID and password?**

You can successfully login in another mobile but logout from your previous mobile automatically.

**28) Can I read and agree with the terms and condition?**

Yes, you must read and agreed with the terms and conditions of “MY LIFE’S RULES” app.

**29) What happens if I do not read and agreed to the terms and conditions of “MY LIFE’S RULES” app?**

If you do not read the terms and conditions of this app, it shall presume that you have read and agreed with the terms and conditions of “MY LIFE’S RULES” app as soon as you make subscription payment. And it is mandatory.

**30) What is meant by suggestions section in this app?**

If you want to suggest anything about your queries, you can type your queries or suggestions which are useful to public at large in the suggestions section.

**31) What is awards and rewards in app?**

When we will decide for the awards and rewards scheme, we will inform you in future as soon as we announce the scheme.

**32) Whether I can cancel my orders of Registration, Appointment and Awards and Rewards and whether I can get my money refunded?**

No, once you make a payment of subscription for Registration, Appointment and Awards and Rewards, it cannot be cancelled at any cost, so question of refund of the any amount does not arise.

**33) In which states of India this “MY LIFE’S RULES” app applicable?**

This app is applicable to all States of India.

**34) What are the sources of consultancy through an appointment?**

After successful booking of your appointment, you can discuss your family problems through voice call, WhatsApp, email, and video calling, and shall personally visit our office for the consultancy only. The person who has scheduled the appointment will be responsible for the travel, accommodation, food, and other expenses of the person who needs to be interviewed. Furthermore, the person who scheduled the appointment will be responsible for ensuring that the interviewee is present at our office on the date, time, and location specified by us.

**35) Can I change my password?**

Yes, you can change your password. You can go to the profile section and click on change password button, then you enter your old password then enter new password and then confirm your new password and click change password button, that's it, you can change

your password. You are hereby highly requested to change your password after first login for the better security in future. You are hereby also requested not to share your password to others for security reasons.

**36) What is meant by demo videos?**

For the better understanding of the procedure and information about that action demo videos are created. before making the payment of subscription you are hereby requested to watch all these demo videos.

**37) Can I download the detailed report of my wallet transactions?**

Yes, you can download the report of all the transactions in my wallet section on the website in two formats xlsx and PDF. For that you should visit the website [www.mylifesrules.com](http://www.mylifesrules.com).

**38) Can I make repayment of the app subscription after deleted my account from the previous number?**

Yes, you can make repayment of the app subscription by using previous number.

**39) Where can I place my order to availability and use of MY LIFE'S RULES app?**

You can place your order at both places through mobile application, as well as at the website namely [www.mylifesrules.com](http://www.mylifesrules.com). While getting the subscription you must fill up the registration form and then you must pay online rupees 1999/- subscription charges. After completing the payment, you are automatically logged in the app if you place the order through mobile application. And if you place your orders through the above-mentioned website. After successful subscription at

website, you must download the “**MY LIFE’S RULES**” app and enter your 10-digit mobile number as your login ID and your password is also your 10-digit mobile number. ID and password are the same mobile number as you have entered while placing your order.

**40) What can I use as I paid the app?**

you can use all the facilities at “**MY LIFE’S RULES**” app through mobile application, and you can also check your profile, your wallet, your orders, transfer payment details at mobile app as well as the website namely [www.mylifesrules.com](http://www.mylifesrules.com).

**41) What facilities have been provided through the app?**

The facilities have been provided at this mobile app are - index in PDF, solutions in pdf and its index, **101** videos about informative family problems and its solutions, appointment facility, enter suggestions, demo videos, your orders, wallet, profile, refer and earn, awards and rewards, notifications, Gallery, and logout etc.

