

Terms & Conditions

- You can send proposal to maximum 5 leads per day.
- Our agents call the leads and verify their requirements before posting on the vendor dashboard
- Once client accept your proposal, you will get the contact number immediately.
- The contact number of a lead who has rejected your proposal won't be shared with you under any circumstances
- For leads who don't respond to your request within 24 hrs. our agents will call the lead and request them to respond to your proposal
- In case the lead does not respond on the proposal for 48 hours (2 days) you will be able to see their contact details and contact them via their personal contact details
- Leads are actively shortlisting vendors on multiple platforms including Fab Wedding. Please don't assume that a lead is only considering vendors on the FW platform and offer them attractive proposals to consider you.
- We are committed to offering top class hospitality and safety to our end users and we expect our vendors to display courteous and flexible behaviour. We will suspend the subscription at the receipt of any complaint for further investigation. We will reinstate in case there is no error at the end of the vendor however we will cancel the subscription if unprofessional behaviour is proven on the vendor's count.
- You cannot share/sell leads you have generated from FW to other vendors. Any such instance would lead to immediate cancellation of the subscription.
- Please avoid hounding leads with multiple messages or calls and allow them to respond back at their comfort. We are offering leads at very economical rates to alleviate vendors from the insecurity of losing a lead. We expect top class customer experience to be extended and seek your help in achieving that on every single lead-vendor interaction.
- We request you to remain active on your email and mobile number listed on FW as all lead related notifications will be sent via email & SMS. We are working to get Whatsapp based communication mechanism incorporated soon.
- In case of lockdowns/Covid related curbs; the management retains the right to pause your subscription and start it at a later date in line with the local situation of your city.
- We track user login basis IP addresses and request you to not share your login credentials with others in order to safeguard the data of our leads and your business. This is an important condition for your own safety.

- Please note that in case not enough leads are available for you to send proposals too, you can raise a complaint via our customer care query system and we will review your request to add additional days to your membership.

- Please bear in mind that these are tough times for the industry and lead flow is likely to vary as per local restrictions & government guidelines.

- We request you to include payment terms clearly in your proposal so that any conflict could be resolved amicably at a later stage. All Covid related postponements & Cancellations should be ideally refunded. In case you are quoting with a mindset otherwise please mention that specifically in the payment terms.

- It is imperative for you to share your Instagram profile link with the proposal as we are against any wrongful sharing of pictures that are not your work. Any instance establishing that your shared someone else's pictures/work as your own will lead to cancellation of your membership immediately.

- No refunds are possible under any circumstances. Vendor requests on these counts will not be entertained at all and we would be forced to blacklist vendors on our social pages in cases of unnecessary harassment & threats.

- Please note that we do not edit/modify reviews, ratings provided by the users on your profile. We won't entertain any requests to remove/edit any reviews or ratings unless you can prove the rating/review to be untrue or unfair. The burden of proof lies with you.

- We expect our vendors to dress up professionally and use safe and hygienic products while serving our clients. We will be bound to rate vendors on this front and have the right to not renew your membership in case of any discrepancy found in this regard.