angelCart – An Ecommerce Product

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Introduction

angelCart is an E-Commerce platform built on PHP technology that provides online merchants with a flexible shopping cart system with rich look and functionality. This provides powerful marketing, search engine optimization, and catalog management tools. It is very nicely designed with modern features & coded with the latest technology. The application is fully responsive and performs well on mobile devices, as mobile-friendliness is a key factor in search engine rankings. It has a PWA feature and dark mode to show a notification to **add to the home screen** while visiting the application. It supports cross browser & is compatible with the browsers firefox, safari, opera, chrome and edge.

Scope

- User registration and authentication
- Product browsing and search functionality
- Shopping cart management
- Secure payment processing
- Order management and tracking
- Content management system for product listings
- Admin dashboard for managing products, orders, and users
- Reporting and analytics for business insights

Additional Features

- **Fully Customizable**: The solution will be fully customizable to adapt to the unique branding and requirements of each business.
- **Unlimited Products**: Businesses can sell as many products and services as needed without limitations.
- **Additional Staff Accounts**: Allow businesses to add admin accounts to help manage the store.
- **Live Chat**: Offer live chat functionality for real-time customer support. Admin user have capability to ON/OFF the real time live chat support as per their availability to support their customers. If the admin wants it for 24/7 support then they can do it for their customers.
- **Multi live chat support feature for admin**: Admin user will be able to chat with active users who are accessing application. The active users list can be both guest and logged in users. Admin can chat by clicking on from the active chat list. Admin can chat with multiple customers at the same time.
- **Sales Channels**: Enable businesses to promote and sell products on multiple sales channels, including social media and online marketplaces.
- **Analytics**: Access reports to track store performance and identify optimization opportunities, including standard and custom reports.
- **Checkout Capacity**: Increase checkout capacity during peak sales events and manage overflow with a waiting room queue.
- **Discount Codes**: Offer fixed value, percentage, or shipping discounts to customers using discount codes.

- **Abandoned Cart Recovery**: Automatically send emails to customers who abandon their carts to recover lost sales.
- **Free SSL Certificate**: Provide free SSL certificates to encrypt store content and ensure secure publishing.

SEO Optimized website

- **Search Engine Friendly URLs**: URLs are descriptive, keyword-rich, and easy for search engines to understand.
- **Meta Tags Optimization**: Optimized meta tags including title tags, meta descriptions, and meta keywords to improve search engine visibility.
- **Keyword Research**: Conducted comprehensive keyword research to identify relevant terms and phrases for targeting in content and metadata.
- **High-Quality Content**: Created compelling and relevant content that aligns with target keywords and provides value to users.
- **Image Optimization**: Optimized images with descriptive file names and alt tags to improve accessibility and search engine indexing.
- **Mobile Responsiveness**: The website is fully responsive and performs well on mobile devices, as mobile-friendliness is a key factor in search engine rankings.
- **Page Speed Optimization**: Improved website performance and load times by optimizing code, minimizing server response times, and leveraging caching techniques.
- **Schema Markup**: Implemented structured data markup to provide search engines with additional context about the content on the website, enhancing visibility in search results.
- **Internal Linking**: Created a logical internal linking structure to facilitate navigation and distribute link equity throughout the website.
- **Social Media Integration**: Integrated social media sharing buttons and encourage social sharing to increase visibility and drive traffic to the website.
- **Regular Content Updates**: Publish fresh and relevant content regularly to keep the website dynamic and engaging for users and search engines.
- **Analytics and Monitoring**: Implemented website analytics tools to track performance metrics, monitor traffic patterns, and identify opportunities for optimization.
- **SEO Audits and Maintenance**: Conduct periodic SEO audits to identify and address issues, and continuously monitor performance to adapt to changes in search engine algorithms and user behavior.
- **Search Engine Optimization (SEO)**: Optimize search functionality for search engine indexing by ensuring that product pages, search results, and category pages are properly structured, tagged, and optimized for relevant keywords and phrases.

Shopping cart management & more others important functionality

Shopping cart management is a critical component of an E-Commerce platform, facilitating the selection, organization, and purchase of products by users. Below is an in-depth exploration of the features and considerations involved in shopping cart management:

- **Product Selection**: Allow users to add products to their shopping carts from product detail pages, category pages, or search results by clicking on "**+**" icons associated with each product.
- **Quantity Selection**: Users have capability to specify the quantity of each product they wish to add to their shopping carts, with the ability to increase or decrease the quantity dynamically from product detail page as well and cart pages..
- **Remove products from cart**: Users have capability to remove products by clicking on remove icon from cart from the cart page as per their wish before checking out.
- **Clear products of your cart**: Users have capability to clear products by clicking on the clear icon at the top right corner across the pages. Also can do the same from the cart page as well.
- **Persistent Cart**: The contents of the shopping cart persist across sessions, allowing users to add items to their carts and return to complete their purchases later without losing their selections.
- **Cart Summary**: Being displayed a summary of the items in the shopping cart, including product names, quantities, prices, and total order value, prominently within the user interface for easy reference.
- **Editable Cart**: Allowed users to view and edit the contents of their shopping carts, including modifying quantities, removing items, or updating product variants directly from the cart page.
- **Subtotal and Total Calculation**: Automatically calculate and display the subtotal, shipping costs, and total order amount in real-time as users make changes to their cart contents.
- **Cross-Device Compatibility**: Ensured that the shopping cart functionality is optimized for various devices and screen sizes, providing a seamless experience for users across desktops, tablets, and mobile devices.
- **User Feedback and Confirmation**: Provided visual feedback and confirmation messages when users add items to their carts, update quantities, or remove items, enhancing the transparency and usability of the shopping experience.
- **Add to their wishlist for Later**: The users have capability to save selected items for later consideration or purchase, allowing them to remove items from the cart temporarily without losing them entirely
- **Guest Checkout**: Allowed customers to complete purchases as guests without requiring them to create an account, reducing friction and increasing conversion rates.
- **Guest Checkout Option**: The users have capability to proceed with checkout as guests without requiring account registration, minimizing friction and reducing barriers to completing purchases.
- **Cart Persistence Across Sessions**: Maintain cart contents and user information throughout the checkout process, allowing users to review and modify their selections before finalizing their orders.
- **Payment and Shipping Options**: Integrated various payment methods and shipping options into the checkout process, providing flexibility and convenience for users to choose their preferred payment and delivery methods.

- **Encryption and Tokenization**: Implemented encryption and tokenization techniques to secure sensitive payment information such as credit card details, ensuring that data is transmitted securely between the customer's browser and the payment gateway.
- **Order Summary and Confirmation**: Provided a detailed order summary and confirmation page before processing payment, allowing customers to review their order details, shipping information, and total charges before finalizing their purchases.
- **Fraud Detection Tools**: Implemented fraud detection and prevention mechanisms such as address verification & IP geolocation to identify and mitigate fraudulent transactions.
- **Customer Support**: Implemented reliable customer support channels such as live chat, email, and phone support to assist customers with payment-related inquiries, disputes, and issues in a timely and efficient manner.
- **Order Creation**: Allowed customers to place orders seamlessly through the platform by adding products to their shopping carts, proceeding to checkout, and completing the necessary payment and shipping information.
- **Guest and Registered Users**: It supports both guest checkout and registered user checkout options to accommodate different customer preferences and streamline the order placement process.
- **Order Confirmation**: Provided customers with immediate order confirmation notifications via email or on-screen messages upon successful completion of the order, including order details such as items purchased, order total, shipping address, and estimated delivery date.
- **Inventory Management**: Automatically update inventory levels in real-time as orders are placed and processed, ensuring accurate stock levels and preventing overselling of products.
- **Order Status Updates**: Keep customers informed about the status of their orders through automated order status updates sent via email or notifications within their user accounts, including order confirmation, order processing, order shipped, and order delivered.
- **Tracking Numbers**: Assign unique tracking numbers to each order and provide customers with access to their tracking numbers via email notifications and order history pages, allowing them to track their orders independently.
- **Delivery Notifications**: Notify customers of order delivery status changes, including shipment out for delivery, delivery attempted, and successful delivery, to keep them informed and provide transparency throughout the delivery process.
- **Order History**: Maintain a comprehensive order history database within the platform, allowing merchants to track and review past orders, view order details, and access customer information for order-related inquiries and analytics purposes.
- **Category Management**: Enabled merchants to create and manage product categories and subcategories to organize products logically and facilitate navigation for customers browsing the product catalog.
- **SEO Optimization**: Integrated SEO optimization features such as meta tags, meta descriptions, keyword optimization, and search-friendly URLs into product listings to improve search engine visibility and drive organic traffic to product pages.
- **Sales Analytics**: View sales performance metrics, revenue trends, and order volume statistics in real-time through intuitive charts, graphs, and data visualizations, enabling data-driven decision-making and strategic planning.
- **Inventory Insights**: Monitor inventory levels, track product turnover rates, and identify slow-moving or out-of-stock items using inventory management analytics tools integrated into the admin dashboard.

- **User Engagement**: Analyze user engagement metrics, including website traffic, conversion rates, and user behavior patterns, to gain insights into customer preferences, identify opportunities for improvement, and optimize user experiences.
- **Alerts and Notifications**: Receive real-time alerts and notifications for critical events such as new orders, low inventory levels, payment processing errors, and customer inquiries, enabling timely responses and proactive management of operational issues.
- **Email Notifications**: Configure automated email notifications and reminders for order confirmations, account activations, and other relevant events to keep users informed and engaged throughout the customer journey.

Google Insights for Search

PageSpeed Insights Score on mobile and desktop devices

- **Better score found** :We have analyzed this product in *Google Insight* and acheived better report. We have found a score in below ranges that seems to be a better report score for faster applications. It shows you how many customers found via Google. The score shows the search trends for your search engine marketing efforts.
- **Peformance score :** 90-100
- **Accessibility score:** 90-100
- **Best practices score:** 90-100
- **SEO score:** 90-100

Web App Optimized

Minimize HTTP Request

- **Combine Files**: Minimized the number of HTTP requests by combining CSS, JavaScript, and image files into fewer files where possible. This reduces server load and speeds up page loading times.
- **Use CSS Sprites**: Combined multiple images into a single sprite sheet and use CSS background positioning to display specific images. This reduces the number of image requests and improves loading speed.

Enabled Browser Caching

- **Set Expiry Dates**: Configured caching headers to instruct browsers to cache static resources (e.g., CSS, JavaScript, images) and specify how long they should be cached. This reduces server load and improves subsequent page load times for returning visitors.
- **Use Cache-Control Headers**: Implemented cache-control headers to control how browsers and intermediate caches store and serve cached content. This helps reduce bandwidth usage and improve page load performance.

Optimize Images

- **Compress Images**: Used image compression techniques to reduce file sizes without significant loss of quality. Tools like ImageOptim, TinyPNG, and JPEG Optimizer can help optimize images for the web.

- **Choose the Right Format**: Selected appropriate image format (e.g., JPEG, PNG) based on the content and complexity of the image.

Minify and Compress Files

- **Minify CSS and JavaScript**: Remove unnecessary whitespace, comments, and redundant code from CSS and JavaScript files to reduce file sizes. Minification tools like UglifyJS and CSSNano automate this process.
- **Enable GZIP Compression**: Configure your web server to enable GZIP compression, which reduces the size of HTML, CSS, and JavaScript files transferred between the server and the client browser, resulting in faster page loading times.

Reduce Server Response Time

- **Optimize Server Configuration**: Configure your web server (e.g., Apache, Nginx) to minimize server response times. This includes optimizing database queries, using caching mechanisms, and leveraging content delivery networks (CDNs) to distribute content more efficiently.
- **Use Content Delivery Networks (CDNs)**: Offload static assets to CDNs to reduce latency and improve page load times for users located in different geographical regions. CDNs cache content on edge servers closer to users, reducing the distance data needs to travel.

Prioritize Above-the-Fold Content

- **Lazy Loading**: Implement lazy loading for images and other non-essential resources below the fold. This defers the loading of off-screen content until the user scrolls down, prioritizing the loading of above-the-fold content and improving initial page rendering times.
- **Critical CSS**: Identify and inline critical CSS styles required to render above-the-fold content. By prioritizing the loading of essential stylesheets, you can ensure that users see content quickly without waiting for CSS files to load.

Web safety & security

- **2FA**(Two factor authentication)
- **CSRF**(Cross-Site Request Forgery) Tokenism
- **CAPTCHA** to prevent spam from automated program that could send emails, comments
- **XSS** Filtering – is intended to filter out potential XSS attacks
- **SQLi** prevention
- Input Validation
- Password Hashing
- Session management
- **TLS** (Transport Layer Security)
- File upload security
- Prevent **right click**, prevent **view html code** & **CTRL+U**, prevent copy application images, prevent copy links, prevent from knowing about running background services etc for the security purposes.

● Front end features

Customer panel

- Landing/home page allows
    - o Customer to search product by product name
    - o Banner slider for advertise products at the top of the page
    - o Customer to add products to cart
    - o Customer to remove an product item from cart
    - o Customer to clear cart items
    - o Customer to see the cart brief summary by clicking on cart icon from the top right corner of the page
    - o Customer to browse cart page to review the cart items before checkout
    - o Customer to browse product reviews and rating by browsing the product
    - o Browse products by product category
    - o Customer to share product on multiple **social media** channel
    - o Browse by discounted products/items
    - o Browse/shop by cyclone offer products
    - o Browse/shop product from the list of products feeded in a category customized for list on home page
    - o Browse/shop product from the list of newest product list
    - o Browse/shop product from the list of best selling product list
    - o Browse/shop product from the list of most viewed product list
    - o Browse/shop product from the list of feature product list
    - o Browse products by product category customize under the top category section
    - o Custom banner to let your customer know about you (product, category, discount, coupon code and many more) from time to time
    - o Customer can subscribe for the daily, weekly, monthly newsletter about upcoming,discount,offer etc products
    - o **Abandoned cart recovery** – automatically send emails to customers who abandon their carts
    - o **Discount code** – Offer fixed value, percentage discounts to customers using discount code while customer checking out
    - o **Live chat** – Offer live chat functionality for real-time customer support.

- Browse customized **footer section** items
    - o Allow customer to browse to "**follow us**" links customized under the *follow us* links
    - o Allow customer to browse to "**useful links**" customized under the *useful links*
    - o Allow customer to browse to "**category**" links customized under the *category* links

- Browse static *footer links* as ***guest user***
    - o Home
    - o Login
    - o Cart
    - o Checkout

- Browse by defined static *footer links* for **logged in user**
    - o Home
    - o Logout
    - o Orders
    - o Wishlist

- Register & login
    - o Quick customer registration
    - o Login into portal using their credential
    - o Login into portal using facebook login
    - o Login into portal using google login
    - o Remember me
    - o Forgot password

- Customer profile
    - o Can update their profile
    - o Can change their password
    - o Can update their shipping address
    - o Can see their orders list
    - o Can see an order detail summary
    - o Can see their wishlist items as grid/list view
    - o Can add products into their wishlist
    - o Can submit an review & rating for a product
    - o Customer view average rating of a product
    - o Logout

● Back-end features

<u>Admin panel</u>

- Login
- Change password
- **Live chat**: Admin will be able to **chat with the active users**. Admin users can chat with **more than one active user** *simultaneously*(***multi live chat feature***)
- Dashboard
  - o Statistics
    - Admin last login along with add admin user
    - Can see number of new subscription of the day along with the list of old subscribed for our newsletter
    - Can see number of new order of the day along with the list of old orders
    - Can see number of low quantity products(lower than 5) of the day along with the list of all products inventory
    - Area chart to display monthly order report in graphical form
    - Area chart to display order referrer report in graphical form
    - Tabular form to display most orders by "Payment Type"
    - Tabular form to display admin last activity log along with the list of old activities
    - Tabular form to display most sold product along with the list of all

- Manage User
  - o Can view list of registered users

- Manage admin user
  - o Can view list of added admin users
  - o Can add admin user
  - o Can update admin user
  - o Can delete admin user

- Manage category
  - o Can view list of defined/added category
    - **Mark checkbox** to display selected category in **shop by category** section onto homepage
    - **Mark checkbox** to *display selected category products* onto homepage
    - **Mark checkbox** to *display selected category as links in top category section* onto homepage
    - **Mark checkbox** to *display selected category as link in footer part under category column*
    - Download CSV sample file for your reference to upload CSV to import category
    - Upload CSV to import products
    - Update category label/name
    - Update sub category label/name
    - Upload category image from your pc

- Can define **meta keyword & meta description** by clicking on **seo link** for selected category
  - o Can add product parent/sub category
  - o Can delete category

- Manage product
  - o Can view list of added products
    - Define "**featured**" product as per your choice by checking product from the product list
    - Define "**Cyclone offer**" product as per your choice by checking product from the product list
    - Filter product based on **order** "*Newest,Latest,low inventory,high inventory*", product name and product category
    - Download CSV sample file for your reference to upload CSV to import products
    - Upload CSV to import products
  - o Can add product
    - Some important attributes of product
      - Define meta keywords
      - Define meta description
      - Upload product cover image by browsing from your pc
      - Upload product cover image from an external url(downloadable url)
      - Upload other product multiple images at once from your pc
      - Define category for your product
      - Define old and new price for promoting your product
      - Define "**Weight**" for your product if required
      - Define "quantity/inventory" for your product
      - Define "Brand" of your product
      - Define "SKU" of your product
      - Define "**Colors**" of your product if required
      - Define "**Sizes**" of your product if required
      - And also define rest other traditional attributes of product
  - o Can update product
  - o Can delete admin user

- Settings
  - o Useful links setting
    - Can view list of defined static pages in the system
    - Mark checkbox to display selected page in the useful links section in footer part of application
    - Can change status of defined static pages to active/deactive and vice-versa

  - o Subscribed email
    - Can view list of emails subscribed for daily/monthly/weekly newsletter
      - Having email address, browser info, IP address & time
    - Can export list of subscribed email IDs
    - Can delete subscribed email IDs

- o Activity history
  - Can view list of admin log activity history
    - Having username, performed action name, time

- o SEO setting
  - Can view a list of important dynamic pages that need to define page title, meta keywords and description as per your choice. Below is the name of the pages that are required to define the title, meta keyword and description.
    - Discount products
    - Cyclone products
    - Featured Products
    - Most viewed products
    - Best selling products
    - Newest products
    - Contact us
    - Checkout
    - Shopping cart
    - Sign In
    - Login
    - Home
  - Can define meta keywords & description by clicking on seo links available against each row under action column

- Manage orders
  - o Can view list of order placed in the system
  - o Can filter order by "new", "not processed"
  - o Can view more detail about order by clicking on view more info links from the list
  - o Can change status of order once the order is ready for ship

- Manage CMS pages
  - o Can view list of defined cms pages
  - o Can update content of the defined cms pages
  - o Can update/defined meta keyword and meta description for the defined cms pages

- Manage brand name for product
  - o Can view list of defined/added brand name
  - o Can update brand name
  - o Can delete brand name

- Manage sizes for product
  - o Can view list of defined product sizes
  - o Can update product size
  - o Can delete product size

- Manage sizes for product
  - o Can view list of defined product colors
  - o Can update product color

o Can delete product color

Super user – For <u>configuring & setting up web app only</u>

- Configure theme template
  - Activate one of the template
- Settings
  - Upload application logo
  - Upload favicon icon
  - Upload logo of below sizes in order to put one of the images as per mobile size while installing application as web app into your mobile
    - Browse your logo icon into 96*96 pixel
    - Browse your logo icon into 152*152 pixel
    - Browse your logo icon into 167*167 pixel
    - Browse your logo icon into 180*180 pixel
  - ON/OFF footer public visibility status
  - ON/OFF chat application public visibility status
  - ON/OFF newest products visibility status
  - ON/OFF most viewed products public visibility status
  - ON/OFF best selling products public visibility status
  - ON/OFF featured products public visibility status
  - ON/OFF cyclone offer public visibility status
  - ON/OFF top category public visibility status
  - ON/OFF most viewed appearance in list view
  - ON/OFF top category public visibility status
  - ON/OFF sold progress public visibility in cyclone items
  - ON/OFF home slider public visibility status
  - ON/OFF dark mode public visibility status
  - ON/OFF discount banner item public visibility status
  - ON/OFF discount banner public visibility status
  - ON/OFF old price public visibility status
  - ON/OFF cart items public visibility status at bottom
  - ON/OFF weight based shipping charges public visibility status
  - Configure value for shipping cost per kg
  - ON/OFF global public visibility status of SEO friendly URLs
  - Configure global send mailfrom
  - Configure "Email Id" for sending mail from the contact form
  - ON/OFF global public status of login with google
  - Update login with google credentials
    - Client Id
    - Client secret
    - Redirect url
  - ON/OFF global public status of login with facebook
  - Update login with facebook credentials
    - App Id
    - App secret
    - Redirect url

- Update contact us column of footer section of front end part
- Update Google analytic to into the header part of site
- Configure social media links to display into the footer part
- Configure email address & store address to display on contact us page

● Builtwith - Technology

Language	PHP
Framework	CODEIGNITER
Front end	BOOTSTRAP 5.3.2/HTML5/CSS/SCSS/JS/GOOGLE FONTS/NODE PACKAGE
Web server	APACHE 2
Database	MYSQL

● Technology profile

Widgets	
●	**Google font API**: The Google Font API helps you add web fonts to any web page.
●	**Font Awesome**: Iconic font and CSS toolkit.
Mobile	
●	**Viewport Meta**: This page uses the viewport meta tag which means the content may be optimized for mobile content.
●	**IPhone / Mobile Compatible**: IPhone / Mobile Compatible Usage Statistics. The website contains code that allows the page to support IPhone / Mobile Content.
●	**Apple Mobile Web App Capable**: Apple Mobile Web App Capable Usage Statistics. Launches a web application for Safari on iOS in full-screen mode to look like a native application.
●	**Apple Mobile Web App Status Bar Style**: Minimizes the status bar that is displayed at the top of the screen on iOS.
●	**Apple Mobile Web Clips Icon**: It contains an icon for iPhone, iPad and iTouch devices.
CDN & Other	
●	**GStatic Google Static Content**: GStatic Google Static Content Usage Statistics · Google has off-loaded static content (Javascript/Images/CSS) to a different domain name in an effort to reduce bandwidth usage and increase network performance for the end user.
●	**jsDelivr Usage**: A free CDN where Javascript developers can host their files. Encompasses MaxCDN, and BootstrapCDN.
●	**CDN JS Usage**: CloudFlare's CDN with popular javascript frameworks available.
●	**Cloudflare JS Usage**: Loads content from Cloudflare CDN.
●	**jQuery CDN Usage**: The jQuery Amazon S3 Content Delivery Network.
●	**Content Security Policy**: Content Security Policy is a computer security concept, to prevent cross-site scripting XSS attacks.
●	**WAI-ARIA**: A way to make Web content and Web applications more accessible to people with disabilities. It especially helps with dynamic content and advanced user interface controls developed with Ajax, HTML, JavaScript, and related technologies.

- **Web App Manifest**: Defines the attributes of a web app in a simple JSON file. It describes how the web app should appear on the user's system and how it should launch.
- **Open Graph Protocol**: The Open Graph protocol enables any web page to become a rich object in a social graph, an open protocol supported by Facebook.
- **QUIC**: Quick UDP Internet Connections, pronounced quick is a transport layer network protocol developed by Google.
- **LiteSpeed**: LiteSpeed web server is a high performance, highly scalable Apache interchangeable web server.

Google Map

- **Google Maps uses**: Google maps embedded into the webpage.

JavaScript Libraries and Functions

- **jQuery Usage**: JQuery is a fast, concise, JavaScript Library that simplifies how you traverse HTML documents, handle events, perform animations, and add Ajax interactions to your web pages. jQuery is designed to change the way that you write JavaScript.
- **jQuery 1.12.4 Usage**
- **jQuery 1.9.1 Usage**
- **Modernizr**: Modernizr allows you to target specific browser functionality in your stylesheet.
- **Stellar.js**: Parallax scrolling system.
- **OWL Carousel**: Touch enabled jQuery plugin that lets you create a carousel slider.
- **WOW**: Reveal CSS animation as you scroll down a page
- **Mixitup**: A CSS3 and jQuery Filter & Sort Plugin

Social Media

- **Instagram**
- **Twitter**
- **Linkedin**
- **Facebook**
- **Pinterest**
- **Youtube**

Free AMC(Annual Maintenance Contract)

Contract duration: The AMC is valid for a period of one year from the date of signing and will be automatically renewed annually unless terminated by either party with 30 days' notice.

Exclusions:The following services are not included in this free AMC.

- **Custom Development:** Custom software development or significant feature enhancements.
- **Third-Party Integrations:** Maintenance or support for third-party software or plugins not included in the original scope.
- **Hardware Maintenance:** Maintenance of physical hardware or infrastructure.

Termination: Either party may terminate this contract with 30 days' written notice.

Scope of maintenance: The free Annual Maintenance Contract (AMC) document for angelCart eCommerce product involves below services.

- **Server issue:** The service provider is responsible to maintain the server and therefore resposible to fix the issue coming due to fault at server level.
- **Help Desk Support to set up store:** The service provider will be responsible to help you to give a demo as well as manual document to set up your store. Server provider is responsible to help you set up your store, not responsible for data entry for you to set up your store.
- **Help Desk Support:** Help desk support for resolving technical issues and answering queries during business hours.

Confidentiality:Both parties agree to maintain the confidentiality of all sensitive information exchanged during the term of this contract. This obligation will continue beyond the termination of the contract.

Limitation of Liability:The Service Provider's liability under this contract is limited to providing the specified free maintenance services. The Service Provider is not liable for any indirect, incidental, or consequential damages.

Amendments:Any amendments to this contract must be made in writing and signed by both parties.

Force Majeure:The Service Provider is not liable for any failure to perform due to circumstances beyond their control, including natural disasters, strikes, or acts of terrorism.