

After-Sales Service Policies

1. Customer Support Channels:

For any queries after the sale, customers can contact our helpline number via call or WhatsApp at 0311-3917777. Our designated technical team is available to resolve any issues promptly.

2. Escalation Procedure:

In the unlikely event that there is no response from the technical team, customers are advised to contact our HR manager, Ms. Rabia at 0319 7486910, with the details of their query for further assistance.

3. Training and Installation:

Training and installation services are included in the cost of sales. Our team ensures that you are well-equipped to use our products effectively from the start.

4. Support Policy:

We are pleased to offer free support for the first month following your purchase. After this initial period, ongoing support will be available on a monthly subscription basis.

Please note that if you choose not to subscribe to our support service, you will still have full access to the software. However, our company will not be obligated to provide any support services without an active subscription.

5. Software Features and Additional Development:

All software features will be thoroughly discussed during the demo. Should customers require any additional development beyond the standard features, such services will be charged separately.

These policies are designed to ensure that our customers receive the best possible service and support post-purchase. For any further inquiries, please do not hesitate to reach out to our helpline.



Postal Address:

Office#1: IT RESOURCES office 1, RS tower Main Sanam Chowk, lehrar road, Khanna Pul, Islamabad.

Office#2: UG-30, Cantonment Shopping Mall (CSM), Near KIA Motors Rashid Minhas Road, Gulshan-e-Jamal, Karachi, Pakistan.

Helpline: 03113917777 Website: www.itresources.com.pk Email: info@itresources.com