

TERMS & CONDITIONS

ALL RESEARCH SURVEYS CONDUCTED BY SURVEY RESEARCH LANKA (PVT.) LTD ARE SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS:

- Client should indicate in writing his acceptance of the Research Proposal.
- An advance payment of 50% of the total cost is required prior to the commencement of the assignment. If the total cost exceeds Rs 500,000 an advance payment of 65% may be requested in two installments.
- Work proper will commence within 7 working days after receipt of advance payment. If there is a delay due to previous commitments then Client will be duly notified of same.
- Client will be provided with a Work Schedule before commencement of operations.
- Estimate of the survey duration is subject to variations (usually 10%). However, Client will be apprised of any delays, which may affect the scheduled date of completion.
- Only three (3) copies of the final report of the survey will be submitted to Client.
- The Agency will retain all records pertaining to the assignment, including completed questionnaires, up to a maximum period of six (6) months after the date of submission of the final report. These records will subsequently be destroyed. If the Client should require the completed questionnaire, the Agency shall hand these over after deleting the respondent's name, address and any other information, which in the Agency's opinion will help to identify the respondent.
- The Agency will not undertake the execution of marketing research surveys for competitive products / brands up to a period not exceeding three (3) months from the date of submission of the final report without the written permission of the Client.
- The terms of a Research Proposal, specifically those relating to Duration and Cost of the proposed survey, are valid up to a period of 3 months from its date of submission. After this period, a fresh Research Proposal will have to be requested for by the Client.
- In the event of a Research Proposal not being accepted for any reason whatsoever by the Client, the said Proposal being the property of Survey Research Lanka (Pvt.) Ltd should be returned to this office forthwith.