

TERMS AND CONDITIONS OF SERVICE

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USER AGREEMENT & ACKNOWLEDGEMENT

Please read these Terms and Conditions carefully before registering, participating in earning activities, posting promotions, or submitting withdrawal requests on Pollyora. By accessing or using Pollyora, you explicitly agree to be legally bound by these terms. If you do not agree, do not use the service.

1. Acceptance of Terms & Eligibility

These Terms and Conditions ("Terms") govern your access to and use of Pollyora (referred to as "Platform", "we", "our", or "us"). By creating an account or using our platform, you acknowledge that you are at least 13 years of age (or have explicit parental/guardian consent if between 13 and 18) and possess full legal capacity to enter into this binding agreement.

- **Strict One Device - One Account Rule:** One device - one account must be strictly followed by every Pollyora user. Using multiple accounts on the same device, creating duplicate profiles, or spoofing identities is considered suspicious activity and is strictly prohibited.
- **Registration Information:** You agree to provide accurate, truthful, and up-to-date profile details including full legal name, real email address, date of birth, and valid payment destination.
- **Account Security:** You are solely responsible for maintaining the confidentiality of your credentials and all activities executed under your account.

2. Pollyora Points System & Referral Policy

Pollyora operates an educational and micro-task rewards ecosystem where members earn internal points by performing specified tasks, surveys, and promotion activities.

- **Conversion Rate:** 100 Pollyora Points = Rs. 1.00 INR (Indian Rupee). All internal rewards, bonuses, and promotion fees follow this exact exchange formula.
- **Nature of Points:** Points are internal reward metrics until properly requested and approved for payout. Points cannot be sold, traded, or transferred directly between individual user wallets.
- **Prohibition of Fake / Disposable Emails for Referrals:** No temporary, fake, or disposable email address should be used to create referred new Pollyora accounts to achieve referral points. Doing so is strictly considered suspicious activity and fraud. Referral bonuses earned through such means will be voided, points deducted, and associated accounts permanently banned.

3. Task Completion, Proof Verification & Complaints

Earners complete community-posted or platform-sponsored micro-tasks to qualify for reward points. All completed tasks are subject to automated security checks and verification.

- **Fake Screenshots Prohibited:** Submitting a fake screenshot is strictly considered suspicious activity. Uploading duplicate, fabricated, edited, or borrowed screenshots will result in instant submission rejection and account penalties.
- **Automatic Proof Compression:** To conserve bandwidth and disk capacity, screenshot uploads are automatically optimized and converted to compressed formats prior to cloud storage.
- **Auto-Approval System:** If a task creator configures automated text-proof verification, earner submissions matching the exact required keyword or criteria are instantaneously approved, rewarded, and credited without manual uploader intervention.
- **Pending Task Complaints (4-day notice, 6-7 day cutoff):** If you have completed a task and it is pending for 4 days or more, immediately reach out to us through our email (anuj861861@gmail.com) or via message to admin available

in the app. If you are late by more than 6-7 days, your complaint will NOT be considered.

- **Rejected Proof Appeal Window (6-7 day cutoff):** If you completed a task and your submitted proof was rejected, and you consider that the proof was valid and not fake, immediately reach out to us through our email (anuj861861@gmail.com) or via message to admin available in the app. If you are late by more than 6-7 days, your complaint will NOT be considered.

4. Creator Promotions & Proof Review System

Any registered member may post promotion tasks (such as YouTube subscriptions, website visits, app feedback, or social follows) to drive engagement.

- **Promotion Pricing:** Task creators may set their own promotion price starting from a minimum of 15 points per slot (platform default: 25 points per slot).
- **Earners Distribution:** Earners who successfully complete the promotion task receive exactly 80% of the promotion price set by the promoter. The remaining 20% constitutes the Pollyora platform and infrastructure fee.
- **Two-Step Proof Review & Rejection Rights:** Users who want to promote their channel, website, app, etc. have the right to approve proofs submitted by users who completed their task, but they do NOT have the right to reject directly. Any rejection initiated by a promoter will be reviewed and checked by our administrative team first; only after our team verifies the rejection as valid will the proof be officially rejected.
- **Prohibited Content:** Tasks that promote illegal software, malware, violence, adult content, gambling, copyrighted piracy, or deceptive practices are strictly banned. Violating promotions are terminated without refund.

5. Surveys & Third-Party Offerwalls (CPX Research & Timewall)

Pollyora integrates certified third-party market research partners (including CPX Research and Timewall) to provide survey earning opportunities.

- **Profile Matching:** Surveys are matched based on demographic criteria provided by participants. Disqualification or screening out during introductory questions is normal practice governed by survey provider algorithms.
- **Server Postbacks:** Points earned through third-party offerwalls are credited to your Pollyora account automatically upon secure server-to-server cryptographic callback (postback).
- **Third-Party Terms:** By participating in external surveys, you also agree to the independent privacy terms and research standards of the respective survey providers.

6. Withdrawals & Payout Policy

Pollyora prioritizes transparent, legitimate payouts directly to members' verified payment destinations.

- **Mandatory Task/Survey Completion Requirement:** You have to complete 1 or more tasks/surveys and make at least Rs. 1.00 INR (100 points) by completing it to withdraw/cashout your money from your Pollyora account.
- **Supported Payout Channels:** Cashouts are paid via Unified Payments Interface (UPI ID), PhonePe, Google Pay, Paytm, or FamPay.
- **Accurate Destination Details:** Earners must supply a valid UPI ID (e.g. name@okbank) or a valid 10-digit mobile number linked to their registered payment app.
- **Processing Schedule:** Payout requests are verified and processed manually by Platform Administrators to prevent fraudulent balance exploitation. Normal approval occurs within 24 to 72 hours.
- **Points Hold & Refund:** Points are placed on hold upon submission. If a payout request is legitimately cancelled or rejected due to incorrect destination information, held points are promptly refunded back to the user wallet.

7. Suspicious Activity, Anti-Fraud & Admin Rights

Pollyora enforces an uncompromising zero-tolerance policy against fraud, cheating, and suspicious behavior to protect our community, honest earners, and sponsors.

- **Definition of Suspicious / Illegal Activity:** Suspicious and prohibited activities include: using temporary/disposable emails for referrals, running multiple accounts on one device, submitting fake screenshots, employing VPNs, proxies, Tor, emulator farms, bots, macros, auto-clickers, or any form of system exploitation.
- **Right to Suspend, Ban, Delete & Deduct Points as Penalties:** If we believe or detect any suspicious activity or

illegal activity, your account can be suspended, banned, or deleted permanently, and we possess full rights to deduct points from your wallet as fines and penalties.

- Comprehensive Account & Points Management Rights: If suspicious activity or illegal activity is found, we have the full authority to do anything with your account, including managing, modifying, or forfeiting points and balances.

8. Data Storage, Proof Retention & Multi-Volume Rollover

Pollyora implements an automated multi-volume storage and retention strategy to maximize server reliability and user privacy.

- Account Data Preservation: User profile credentials, lifetime earnings, points balances, and transaction history are permanently preserved.
- Automated Proof Cleanup: To prevent unnecessary server storage waste, submitted screenshot proofs are automatically deleted from cloud storage upon review approval (within 3 days for approved and 14 days for rejected).
- 47–48 MB Storage File Rollover: Screenshot storage operates under an automated partitioned volume system. As storage approaches 47.5 MB, the platform automatically rotates to a fresh volume partition so submissions are never blocked.

9. Limitation of Liability & Disclaimers

The Pollyora platform is provided on an "AS IS" and "AS AVAILABLE" basis. While we strive for continuous uptime and rigorous security, Pollyora makes no warranties regarding uninterrupted platform availability, specific third-party survey qualification rates, or external advertiser uptime. Under no circumstances shall Pollyora or its administrators be liable for indirect, incidental, or consequential damages resulting from platform use.

10. Amendments & Contact Information

Right to Change Terms Without Notification: We reserve full rights to change, update, modify, or replace these Terms and Conditions at any time without notification. Continued access to or use of the platform after any changes constitutes your binding acceptance of all revised terms.

For inquiries, complaints, support, or legal clarification regarding these Terms and Conditions, reach out via:

- Official Support Email: anuj861861@gmail.com
- Live In-App Help: Message to Admin & 24/7 Pollyora AI Assistant (/faq)
- Platform Portal: <https://pollyora.in/>