

TERMS AND CONDITIONS

Effective Date: 11th June 2026

These Terms and Conditions (“Terms”) govern the access to and use of the website, online forms, recruitment services, staffing services, payroll support, manpower outsourcing services, HR coordination services and related services offered by MAINWIRE OUTSOURCE PVT. LTD., a company registered under the Companies Act, 2013, bearing CIN: U74140UP2020PTC129248, having its registered office at Plot No. 86, Kh. No. 392, Govt. Goushala, Vill - Laulai, PO - Chinhat, Gomti Nagar, Lucknow, Uttar Pradesh - 226010 (“Mainwire”, “Company”, “we”, “us” or “our”).

Contact Details:

Phone: 9098361506,

Email: mainwireoutsourcing@gmail.com

By accessing our website, submitting an enquiry, submitting a vacancy, applying for a job, sharing your resume, communicating with Mainwire, using our services, accepting our proposal, issuing a work order, or engaging with us in any manner, you agree to be bound by these Terms, our Privacy Policy and any service-specific agreement, quotation, proposal, email confirmation, work order, purchase order, letter of intent or contract executed with Mainwire.

If you do not agree to these Terms, you should not use our website, submit information, apply through us, or engage our services.

1. DEFINITIONS

1.1 “Candidate” means any person who applies for a job, submits a resume, attends an interview, is shortlisted, selected, deployed, referred, introduced or otherwise considered for employment, contract work, temporary work or any assignment through Mainwire.

1.2 “Client” means any company, firm, organisation, institution, employer, contractor, government entity, department, agency, individual or business that requests, uses or intends to use Mainwire’s services.

1.3 “Services” means recruitment, candidate sourcing, selection support, interview coordination, temporary staffing, contract staffing, manpower outsourcing, payroll support, compliance coordination, vacancy management, HR administration, employee deployment, field staff support, client coordination, and related services offered by Mainwire.

1.4 “Website” means mainwire.in and any other website, online form, landing page, digital profile, social media page, Google Form, job posting, communication channel or online platform operated or used by Mainwire.

1.5 “User” means any website visitor, candidate, client, prospective client, vendor, consultant, associate, employee, contract worker, business contact or any person using or interacting with Mainwire’s website or services.

2. SCOPE OF TERMS

2.1 These Terms apply to all Users of Mainwire’s website, forms, digital platforms and services.

2.2 These Terms are general terms. Specific commercial terms, pricing, replacement conditions, payment obligations, service levels, compliance responsibilities and assignment details may be stated separately in a proposal, quotation, work order, purchase order, agreement, email confirmation, invoice or contract.

2.3 In case of conflict between these general Terms and a signed written agreement, the signed written agreement shall prevail to the extent of such conflict.

3. ACCEPTANCE OF TERMS

3.1 A User shall be deemed to have accepted these Terms if the User:

- accesses or uses the website;
- submits an enquiry or vacancy form;
- submits a resume or candidate profile;
- communicates with Mainwire for recruitment or staffing;
- accepts a proposal or quotation;
- issues a work order, purchase order or letter of intent;
- shortlists, interviews, selects, hires, deploys or engages a candidate introduced by Mainwire;
- uses any service provided by Mainwire.

3.2 Mainwire reserves the right to refuse service, suspend service, decline candidate processing, reject vacancies, stop communication or terminate engagement where it believes that the User has violated these Terms, applicable law, ethical recruitment standards, payment obligations or Mainwire's business interests.

4. SERVICES PROVIDED BY MAINWIRE

4.1 Mainwire may provide one or more of the following services:

- recruitment and selection support;
- candidate sourcing and shortlisting;
- permanent placement support;
- temporary staffing;
- contract staffing;
- outsourced manpower supply;
- payroll support;
- attendance and MIS coordination;
- compliance documentation support;
- field deployment coordination;
- client callback and vacancy management;
- HR administration and workforce support;
- replacement coordination as per agreed terms;
- other related HR, staffing and manpower services.

4.2 Mainwire does not guarantee that every vacancy will be filled, every candidate will be selected, every candidate will join, or every selected candidate will continue employment for any minimum period unless specifically agreed in writing.

4.3 Mainwire's role may vary depending on the service model. In permanent recruitment, Mainwire may act as a recruitment service provider. In staffing or outsourcing models, Mainwire may act as employer, contractor, payroll provider, manpower supplier, coordinator or service provider as per the written arrangement with the client.

5. WEBSITE USE

5.1 The website and online forms are provided for general information, enquiry submission, vacancy submission, recruitment communication and service-related interaction.

5.2 Users shall not misuse the website, including by:

- submitting false, misleading or fraudulent information;
- uploading unlawful or malicious content;
- attempting unauthorised access;
- copying, scraping or extracting website content;
- using the website for spam, phishing or impersonation;
- misrepresenting association with Mainwire;
- damaging Mainwire's reputation or systems.

5.3 Mainwire may modify, suspend, restrict or discontinue any part of the website at any time without prior notice.

6. CANDIDATE TERMS

6.1 Candidates may submit resumes, documents, contact details, employment history, educational details, salary details, identity details and other information for recruitment, staffing, payroll, deployment or related purposes.

6.2 By submitting information to Mainwire, the candidate confirms that:

all information provided is true, correct and updated;
the candidate has the right to share such information;
documents submitted are genuine;
there is no misrepresentation regarding education, experience, identity, salary, background or eligibility;
the candidate consents to being contacted by Mainwire for job opportunities, interviews, verification, deployment and related communication.

6.3 Mainwire may share a candidate's profile, resume, work details, salary expectations, interview feedback and relevant documents with clients or prospective employers for recruitment, staffing, selection, deployment or verification purposes.

6.4 Mainwire does not guarantee employment, interview selection, joining, salary, promotion, benefits, job continuity or client acceptance.

6.5 Final selection, offer, salary, designation, job location, joining date and employment conditions may depend on client requirements, interview performance, document verification, medical fitness, background checks, statutory requirements and business needs.

6.6 Candidates shall not submit false documents, fake experience certificates, incorrect salary details, forged identity proofs, manipulated educational records or misleading information. Mainwire may blacklist, report, reject or discontinue processing of such candidate.

6.7 Candidates shall behave professionally during calls, interviews, site visits, joining, training and deployment. Misconduct, abusive behaviour, non-cooperation, job abandonment, fraud or unauthorised absence may result in rejection, removal from assignment and reporting to the concerned client or authority where necessary.

7. NO CHARGES FROM JOB SEEKERS

7.1 Mainwire does not demand or accept any job placement fee, interview fee, security deposit, refundable deposit or guaranteed employment charge from candidates for recruitment or selection.

7.2 No employee, agent, consultant, associate, recruiter or third party is authorised to demand money from candidates in the name of Mainwire for job guarantee, interview scheduling, offer letter, joining letter, medical, training, uniform, documentation, laptop, ID card or any similar purpose unless expressly approved in writing by Mainwire through its official email.

7.3 Candidates must immediately report any suspicious demand for money to mainwireoutsource@gmail.com or call 9098361506.

7.4 Mainwire shall not be responsible for payments made by candidates to unauthorised persons, fake recruiters, fraudulent callers, impersonators or third-party agents acting without written authority from Mainwire.

8. CLIENT TERMS

8.1 Clients may submit vacancies, manpower requirements, job descriptions, salary ranges, location details, qualification requirements, shift details, compliance requirements and other hiring-related information to Mainwire.

8.2 The client confirms that all information shared with Mainwire is accurate, lawful and complete.

8.3 The client shall not use Mainwire's services for unlawful, discriminatory, misleading, exploitative or unethical hiring practices.

8.4 The client shall provide timely feedback, interview schedules, selection status, joining confirmation, attendance details, salary inputs, approval of invoices and other information required for service delivery.

8.5 The client shall be responsible for the accuracy of job descriptions, workplace conditions, safety arrangements, client-site rules, statutory site requirements and any specific skill or compliance requirement communicated to Mainwire.

8.6 The client shall not directly or indirectly hire, engage, deploy, contract, refer, transfer, absorb, outsource or appoint any candidate introduced by Mainwire without payment of applicable service fee, unless otherwise agreed in writing.

8.7 If a client hires, engages, appoints, deploys or uses the services of a candidate introduced by Mainwire within 12 months from the date of introduction, interview, profile sharing, shortlisting or communication, the client shall be liable to pay Mainwire's applicable recruitment or service fee.

8.8 The client shall not bypass Mainwire by contacting candidates directly for employment, contract work, consultancy, freelancing, outsourcing, third-party payroll or referral without Mainwire's written consent.

9. COMMERCIAL TERMS AND FEES

9.1 Fees for recruitment, staffing, outsourcing, payroll or any other service shall be as per Mainwire's proposal, quotation, fee schedule, email confirmation, work order, purchase order, agreement or invoice.

9.2 Unless otherwise agreed in writing, all fees are exclusive of GST, taxes, duties, statutory levies, reimbursements and out-of-pocket expenses.

9.3 GST and other applicable taxes shall be charged as per law.

9.4 In recruitment or permanent placement services, Mainwire's fee may become payable on any of the following events, as specified in the commercial terms:

candidate selection;

offer acceptance;

joining;

completion of agreed joining formalities;

invoice generation;

any other agreed milestone.

9.5 In staffing, manpower outsourcing or payroll services, billing may be based on attendance, deployment, headcount, wages, service charge, statutory contributions, reimbursements, consumables, uniform, compliance cost, management fee, or any other agreed commercial structure.

9.6 Payment shall be made within the period specified in the invoice, work order, proposal, agreement or applicable commercial terms. If no payment period is specified, payment shall be made within 7 days from the invoice date.

9.7 Delayed payments may attract interest at 18% per annum or the maximum rate permitted under applicable law, whichever is lower, from the due date until actual payment.

9.8 Mainwire may suspend services, hold replacement support, stop candidate processing, pause deployment, withhold documents or initiate recovery action in case of delayed or non-payment.

9.9 The client shall not withhold payment due to internal approval delays, candidate feedback delays, third-party delays, pending purchase order generation, internal disputes, or unrelated service issues.

9.10 Any dispute regarding an invoice must be raised in writing within 7 days of receipt of invoice. If no dispute is raised within this period, the invoice shall be deemed accepted.

10. REPLACEMENT POLICY

10.1 Replacement, if any, shall be provided only if expressly agreed in writing in the proposal, quotation, agreement or email confirmation.

10.2 Unless otherwise agreed, replacement support may be considered only where:

- the recruitment fee has been paid in full;
- the candidate leaves within the agreed replacement period;
- the client has not changed the job role, salary, location, reporting structure or employment conditions after selection;
- the candidate was not terminated due to client-side misconduct, unsafe workplace, salary delay, harassment, layoff, business closure, restructuring, non-payment or change in requirement;
- the client informs Mainwire in writing within 7 days of candidate exit.

10.3 Replacement support does not mean refund. Mainwire's standard remedy shall be replacement support only, not refund, unless expressly agreed in writing.

10.4 No replacement shall be applicable if:

- the client delays payment;
- the candidate is rejected after joining due to reasons not disclosed earlier;
- the client changes the job description or work location;
- the client fails to provide proper onboarding, salary, tools or working environment;
- the candidate leaves due to client-side delay, misconduct or breach;
- the client directly negotiates with or rehires the candidate;
- the original candidate was hired despite Mainwire's written caution;
- the replacement period has expired.

11. STAFFING, OUTSOURCING AND DEPLOYMENT TERMS

11.1 For staffing, manpower outsourcing or deployment services, the client shall provide accurate manpower requirements, shift schedules, site details, duties, compliance requirements, safety conditions, tools, uniforms, access permissions and reporting structure wherever applicable.

11.2 The client shall ensure a safe, lawful and non-discriminatory workplace for deployed personnel.

11.3 The client shall not assign illegal, unsafe, hazardous or materially different duties to deployed personnel without informing Mainwire in writing.

11.4 The client shall provide attendance records, approval of duties, overtime details, leave details and deduction inputs within the agreed timeline. Delay in providing such inputs may affect payroll, invoicing and compliance timelines.

11.5 Unless otherwise agreed, deployed personnel shall work under the day-to-day operational supervision of the client at the client site, while Mainwire may manage payroll, HR coordination, compliance and employment administration as per the service model.

11.6 The client shall reimburse or pay all agreed wages, statutory contributions, service charges, taxes, bonuses, leave wages, overtime, gratuity, retrenchment compensation, notice pay, accident compensation, insurance, uniforms, tools, consumables, travel, accommodation and other agreed or legally applicable costs.

11.7 Where the client delays payment, Mainwire shall not be responsible for resulting operational disruption, salary delay, compliance delay or workforce attrition to the extent caused by the client's delay.

12. CLIENT ABSORPTION AND NON-CIRCUMVENTION

12.1 If the client or its group company, vendor, contractor, affiliate, associate or related entity hires, absorbs, contracts, deploys or engages any candidate, employee or worker introduced or deployed by Mainwire, applicable recruitment, absorption or service charges shall be payable to Mainwire.

12.2 This obligation shall apply whether the engagement is on permanent employment, fixed-term employment, contract, consultancy, third-party payroll, vendor payroll, freelancing, apprenticeship or any similar arrangement.

12.3 The non-circumvention obligation shall remain valid for 12 months from the date of introduction, interview, profile sharing, selection, deployment or last working day, whichever is later.

13. BACKGROUND VERIFICATION

13.1 Mainwire may conduct basic screening based on information provided by candidates and clients.

13.2 Detailed background verification, police verification, criminal record check, credit check, address verification, reference verification, medical fitness test or document verification shall be conducted only where specifically agreed, required by law, required by client, or necessary for the role.

13.3 Mainwire shall not be liable for hidden facts, forged documents, undisclosed background issues, fake references or misrepresentation by candidates if such information could not reasonably be detected through the agreed screening process.

14. CLIENT RESPONSIBILITY FOR FINAL HIRING DECISION

14.1 The final decision to select, appoint, hire, deploy, confirm or continue a candidate shall remain with the client.

14.2 The client must independently assess candidate suitability, skill, behaviour, background, qualification and fitment before selection.

14.3 Mainwire provides recruitment and staffing support but does not warrant that any candidate will meet all future expectations, performance standards or business needs of the client.

15. COMPLIANCE WITH LAW

15.1 All Users shall comply with applicable laws, including labour laws, tax laws, data protection laws, anti-bribery laws, employment laws, social security laws, contract laws, information technology laws and other applicable regulations.

15.2 The client shall be responsible for compliance obligations that legally fall upon the principal employer, occupier, establishment, factory, shop, commercial establishment, contractor, employer or site operator, as applicable.

15.3 Mainwire shall be responsible only for obligations expressly accepted by it in writing or imposed upon it by applicable law.

16. DATA PROTECTION AND PRIVACY

16.1 Mainwire may collect, process, store, use and share personal data in accordance with its Privacy Policy.

16.2 By using Mainwire's website or services, candidates and clients consent to the processing of personal data for recruitment, staffing, payroll, compliance, communication, verification, billing, legal and business purposes.

16.3 Candidates consent to sharing of their profile and relevant information with clients and prospective employers.

16.4 Clients shall process candidate data shared by Mainwire only for the intended recruitment, staffing or employment purpose and shall not misuse, sell, publish, circulate or disclose such data to unauthorised persons.

16.5 Users must read Mainwire's Privacy Policy before submitting personal data.

17. CONFIDENTIALITY

17.1 Users shall keep confidential all business, candidate, client, pricing, proposal, salary, operational, technical and commercial information received from Mainwire.

17.2 Clients shall not share Mainwire's candidate profiles, pricing, proposals, databases, resumes or commercial terms with third parties without written consent.

17.3 Candidates shall not misuse client information, interview details, salary discussions or internal business information received during the recruitment process.

17.4 Confidentiality obligations shall continue even after termination of the relationship.

18. INTELLECTUAL PROPERTY

18.1 All content on Mainwire's website, including text, graphics, logos, service descriptions, forms, layouts, designs, documents, proposals and business materials, belongs to Mainwire or is lawfully used by Mainwire.

18.2 Users shall not copy, reproduce, modify, distribute, publish, sell, scrape, mirror or commercially exploit any Mainwire content without prior written permission.

19. COMMUNICATION

19.1 Mainwire may communicate through phone, email, SMS, WhatsApp, postal communication, website forms, job portals, social media or any other suitable channel.

19.2 Users consent to receive service-related communication, recruitment updates, client coordination messages, payment reminders, compliance reminders and business communication.

19.3 Users must ensure that their contact details are accurate and updated.

20. THIRD-PARTY PLATFORMS

20.1 Mainwire may use third-party platforms such as Google Forms, job portals, email providers, WhatsApp, HR tools, payroll tools, cloud storage, payment tools or verification agencies.

20.2 Mainwire is not responsible for the independent acts, downtime, data practices, policies or technical issues of third-party platforms.

21. DISCLAIMERS

21.1 Mainwire provides services on a reasonable-efforts basis.

21.2 Mainwire does not guarantee uninterrupted website availability, error-free content, successful hiring, job placement, employee retention, candidate performance, client selection, salary outcome, business result or legal outcome.

21.3 Information on the website is for general business communication and shall not be treated as legal, financial, tax or employment advice.

21.4 Mainwire shall not be responsible for losses caused by false information, delayed client feedback, candidate non-joining, employee absenteeism, client-side issues, force majeure, third-party fraud, system downtime, fake recruiters or unauthorised communications.

22. LIMITATION OF LIABILITY

22.1 To the maximum extent permitted by law, Mainwire's total liability for any claim arising out of website use or services shall not exceed the service fee actually received by Mainwire from the concerned client for the specific service giving rise to the claim.

22.2 Mainwire shall not be liable for indirect, incidental, special, punitive or consequential losses, including loss of profit, loss of business, loss of goodwill, loss of opportunity, loss of data, replacement cost, business interruption or reputational damage.

22.3 Nothing in these Terms shall exclude liability that cannot be excluded under applicable law.

23. INDEMNITY

23.1 The User agrees to indemnify, defend and hold harmless Mainwire, its directors, officers, employees, consultants, agents and representatives from any claims, losses, damages, penalties, costs, expenses or liabilities arising out of:

breach of these Terms;
false or misleading information;
misuse of website or services;
non-payment of dues;
violation of law;
candidate or client misrepresentation;
unauthorised hiring or non-circumvention breach;
workplace safety failure;
statutory non-compliance attributable to the client;
misuse of personal data;
third-party claims caused by the User's acts or omissions.

24. TERMINATION OR SUSPENSION

24.1 Mainwire may suspend or terminate services immediately if:

payment is delayed;
information provided is false;
the User breaches these Terms;
the User engages in fraud, misconduct or non-circumvention;
continuing service may expose Mainwire to legal, financial or reputational risk;
the client misuses candidate data;
the candidate submits false documents;
required cooperation is not provided.

24.2 Termination shall not affect accrued payment obligations, confidentiality obligations, indemnity, non-circumvention, data obligations or dispute resolution provisions.

25. FORCE MAJEURE

25.1 Mainwire shall not be liable for delay or failure caused by events beyond its reasonable control, including natural disasters, strikes, riots, lockdowns, epidemics, government restrictions, internet failure, system outages, war, civil disturbance, labour unrest, client-site closure, transport disruption or any similar event.

26. AMENDMENT OF TERMS

26.1 Mainwire may update these Terms from time to time.

26.2 Updated Terms shall be posted on the website with the revised effective date.

26.3 Continued use of the website or services after update shall constitute acceptance of the revised Terms.

27. SEVERABILITY

27.1 If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall continue in full force.

28. NO WAIVER

28.1 Failure by Mainwire to enforce any provision shall not be treated as waiver of its right to enforce the same or any other provision later.

29. ASSIGNMENT

29.1 Users shall not assign or transfer their rights or obligations under these Terms without Mainwire's written consent.

29.2 Mainwire may assign or transfer its rights and obligations in connection with business restructuring, merger, acquisition, transfer of business, group arrangement or operational requirement.

30. GOVERNING LAW

30.1 These Terms shall be governed by and interpreted in accordance with the laws of India.

31. DISPUTE RESOLUTION AND JURISDICTION

31.1 Parties shall first attempt to resolve disputes through mutual discussion.

31.2 If a dispute is not resolved amicably, Mainwire may refer the dispute to arbitration under the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Lucknow, Uttar Pradesh. The arbitration shall be conducted by a sole arbitrator appointed by Mainwire, subject to applicable law.

31.3 Subject to arbitration, courts at Lucknow, Uttar Pradesh shall have exclusive jurisdiction.

32. GRIEVANCE AND CONTACT

For any grievance, complaint, candidate fraud report, privacy request, payment issue or service-related concern, contact:

MAINWIRE OUTSOURCE PVT. LTD.

Registered Office:

Plot No. 86, Kh. No. 392, Govt. Goushala,

Vill - Laulai, PO - Chihat,

Gomti Nagar, Lucknow,

Uttar Pradesh - 226010

Phone: 9098361506,

Email: mainwireoutsource@gmail.com

33. IMPORTANT NOTICE

33.1 Mainwire does not guarantee jobs to candidates.

33.2 Mainwire does not guarantee candidates to clients unless separately agreed.

33.3 Mainwire does not authorise any person to collect job placement money, security deposit or guaranteed employment fee from candidates.

33.4 Candidates and clients must rely only on official communication from Mainwire's authorised phone numbers and email address.

33.5 Any suspicious communication, demand for money, fake offer letter or fraudulent activity must be reported immediately to Mainwire.