



Terms & Conditions

Last updated: 24 January 2026

1. Introduction

Welcome to **Turniq**. Turniq provides an on-site digital queue management platform that enables businesses to manage walk-in customer queues using QR codes and location verification.

By accessing or using Turniq (the "Service"), you agree to be bound by these Terms & Conditions ("Terms"). If you do not agree, please do not use the Service.

2. Eligibility

You must be at least **18 years old** to use Turniq. By using the Service, you confirm that you are legally capable of entering into a binding agreement.

3. Nature of the Service

- Turniq enables **on-premise queue joining only**
- Customers **must be physically present** at the business location to scan the QR code
- **Remote joining is not allowed**
- **Scheduled appointments are not supported** at this time
- Turniq does not guarantee wait times or service availability

4. User Responsibilities

You agree to:

- Provide accurate information when joining a queue
- Not misuse QR codes or attempt location spoofing
- Not disrupt queues or manipulate wait positions
- Comply with all applicable laws and regulations

Businesses using Turniq are responsible for:

- Honoring queues fairly
- Managing service capacity and customer handling
- Ensuring staff usage complies with these Terms

5. Location Verification

Turniq uses **location verification** to ensure customers are physically present. Attempts to bypass or manipulate location checks may result in access restrictions.

6. Prohibited Activities

You may not:

- Reverse engineer or tamper with the platform
- Use Turniq for unlawful, fraudulent, or abusive purposes
- Interfere with system performance or security
- Use automated tools or bots without authorization

7. Intellectual Property

All software, trademarks, logos, and content associated with Turniq are owned by Turniq or its licensors. No rights are granted except as expressly stated.

8. Service Availability

We strive for high availability but do not guarantee uninterrupted access. Turniq may be temporarily unavailable due to maintenance, updates, or technical issues.

9. Limitation of Liability

To the maximum extent permitted by law:

- Turniq is provided **“as is”**
- We are not liable for lost business, customer dissatisfaction, or service delays
- We are not responsible for actions taken by businesses or customers using the platform

10. Termination

We may suspend or terminate access to Turniq at any time if these Terms are violated or if required by law.

11. Governing Law

These Terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts of India.

12. Contact

For questions about these Terms, contact us at:
info@turniq.in