



Tellmate Helper Private Limited

Guidelines & Rulebook for Research Assistance

Last updated on 31st December 2021

1. You will get fixed hours of Expert's Time per month based on the selected plan. We offer 5, 10 & 20 Hours monthly plans with a 5%, 10%, and 20% lower fee in Month #1 compared to Pay As You Go plan.
2. If you use our services regularly, we give approximately 10% discount to the last month's fee, every consecutive month going up to the sixth month of subscription. After the 6th month, pricing will be fixed to the cost as of sixth month of subscription on the website.
3. You can use the Expert's time via Physical, i.e., In-Office or Remote Mode.
4. In Remote Mode, you can avail of Expert's services via any communication option from Offline Work to Online Written/Audio/Video sessions.
5. In Physical Mode, you can visit our office in Jaipur, Rajasthan, with a prior appointment from the Expert.
6. Phone Call / WhatsApp Chat / Text Message or similar apps are not being tracked by MATLAB Helper ®. Hence, they are not recommended conversation methods. Email / Online Sessions should be the preferred way of communicating with an expert.
7. We charge you for any time spent by an Expert. Suppose you start discussing queries via Phone Call / Whatsapp, etc. In that case, the time consumed in explaining your queries via these tools can also be considered part of your ongoing plan.
8. Any time consumed in your work would be informed to you along with remaining time via email within 48 Working Hours of time consumption.
9. For any session, the minimum time will be 15 minutes with no maximum time limit. The consumed expert time will always be rounded to the nearest multiple of 5.
10. You are supposed to inform the meeting duration while requesting the online session. If you are not telling the duration, the default time of the meeting will be of one hour. You can also inform a general meeting duration once, and the same duration can be considered for scheduling meetings in the future.
11. You must inform at least 12 hours before the scheduled meeting time to modify or cancel the scheduled session. If informed late, your meeting will be held as usual at the scheduled time.
12. Suppose you skip any meeting which is scheduled after your confirmation of the time slot. In that case, you will be deducted the Expert waiting time from the remaining time of your ongoing plan. The waiting time can be a maximum of your default session time.
13. If all expert time has been consumed for the current month, you can buy additional expert time through Pay As You Go plan.
14. Suppose you continue with the monthly subscription and place the order within first 7 days of the ongoing month. In that case, any expert time left from the previous month will be added to the current month cycle with an upper limit of Expert's time as two times of the latest month's plan.
15. Any expert time left from month X will not pass to month X+2.
16. All communications and submission via email or online meetings would be considered an official record. Any contact outside the mentioned tools will not be an official record.
17. Any time quotation from an expert which requires your confirmation is valid for 24 Working Hours. Suppose your confirmation is not received in the mentioned time-period and you decide to go for it later. In that case, you might have to go through the revised quotation.



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18. The work done by MATLAB Helper ® Expert is the inclusive intellectual property of Expert and Company. Any intangible property rights arising from work would be on the joint name of Expert and MATLAB Helper ®.
19. MATLAB Helper ® allows you to use the work, including codes, designs, and reports for your academic purpose, royalty-free without any need to mention the name of Expert or MATLAB Helper ® at any place. However, suppose you use the expert work for publishing in a journal or article. In that case, you will need to give proper credit to the Expert or MATLAB Helper ® for the same.
20. Any intellectual property of MATLAB Helper ® cannot be used by you for any Commercial Purpose.
21. If you are not satisfied with the work done by the Expert, you are supposed to inform the administration via emailing admin@matlabhelper.com within seven days after submission for the work or service rendered.
22. You can change the Expert based on availability and satisfaction during the monthly cycle.
23. Any complaint made by you would be answered and resolved within seven working days from the date of the acknowledgment.
24. You can claim a refund up to two weeks from your order date with a maximum refund capped to fifty percent of order value. Any expert time utilized seven days before the complaint will not be considered for a refund and will be deducted at the Pay As You Go plan rate.
25. Any refund would be credited back to the payment source within seven days after resolution.
26. MATLAB Helper ® is allowed to use pictures, media, or recordings for promotion and marketing purposes.
27. Irrespective of the payment date, a monthly cycle will be considered from 1st to last date of the month.
28. The payment for the monthly cycle needs to be made in advance to use our services. You will receive the invoice in the first week of any month on your registered email, starting from the 2nd month of your subscription. You are supposed to complete the payment within the first 15 days of the month.
29. You can wait for our email with links for booking a new month of Research Assistance plan. You must only place one order of Research Assistance, and any incorrectly placed order would be treated at Pay As You Go plan rate.
30. The price mentioned on the Research Assistance web page excludes any transaction fee or taxes. You can use any payment gateway available on the website at your convenience and use Credit Card, Debit Card, UPI, Wallets like PayPal, Paytm, and Net Banking for placing the online order.
31. Our plans are for a monthly cycle that will follow the English Calendar and have 28/29/30/31 days in a month.
32. Our pricing plans can be revised from year to year, and the price shown on the website will be the final price for any month.
33. You can upgrade the plan anytime with an increase in your expert time. For a downgrade of a plan, you need to wait for at least two-month completion of your active subscription.
34. If you skip the payment for any month and resume it later, your payment cycle will start with the consideration of the first month.
35. If you are not continuing with the monthly subscription, any expert time left from the previous month will lapse at the end of the 7th day of the ongoing month.
36. If modified, any rules would be informed to you via email or you can check the Research Assistance page online for the guidelines and rulebook.
37. We have covered most of the points, but if you still have questions, you can contact us via Online Chat at matlabhelper.com or drop an email to us.