

## 1. Overview

We strive to ensure complete customer satisfaction with our products and services. This Refund Policy outlines the conditions under which refunds may be issued.

## 2. Subscription-Based Services

For subscription-based products and services:

- Subscription fees are generally non-refundable once the service period has commenced.
- No refunds will be provided for partial usage, unused time, or early termination of subscriptions.

## 3. One-Time Fees & Setup Charges

One-time charges, including but not limited to setup fees, onboarding fees, implementation fees, and customization charges, are non-refundable, as these services involve dedicated resources and upfront effort.

## 4. Customized & Enterprise Solutions

Payments made for customized, enterprise, or client-specific solutions are non-refundable, unless explicitly stated otherwise in a written agreement or contract.

## 5. Service Non-Delivery

In the rare occasion that a paid service is not provided due to an issue solely attributable to us, we may, at our discretion and after careful review, offer a refund or a service credit.

## 6. Trial & Demo Access

Free trials, demos, or pilot access—if provided—are intended for evaluation purposes only and are not eligible for refunds.

## 7. Cancellation Requests

Any cancellation request must be submitted in writing. Approval of cancellations and any associated refund, if applicable, will be subject to review based on the nature of the service and the stage of delivery.

## 8. Taxes & Statutory Charges

Refunds, if approved, will exclude applicable taxes, government fees, or statutory charges, unless such taxes are refundable under applicable laws.

## 9. Mode of Refund

Approved refunds will be processed via the original method of payment or through a bank transfer, within a timeframe aligned with our standard internal processing timelines.

## 10. Policy Updates

We may update or modify this Refund Policy from time to time without prior notice. Any changes will become effective once they are posted on our website..

## 11. Contact Information

For any questions related to refunds, please contact us through the details provided on our website.