

# **Cancellation and Refund Policy**

## **Byteverse Technothink Solution Pvt. Ltd.**

Last Updated: 30/11/2024

### 1. Introduction

At Byteverse Technothink Solution Pvt. Ltd. ("Company", "we", "our", "us"), we strive to deliver high-quality IT and software-related services. This Cancellation and Refund Policy outlines the terms and conditions regarding the cancellation of services and refund eligibility.

### 2. Cancellation Policy

- Clients may request the cancellation of a service before the commencement of work.
- Cancellation requests must be sent in writing via email to [contact@byteversetechnothink.com](mailto:contact@byteversetechnothink.com).
- Once work has started on a project, cancellation requests will be reviewed based on the progress of the work done.
- If the project is canceled due to the client's request, any completed work will be billed accordingly.

### 3. Refund Policy

- Refunds will only be issued if the cancellation request is made before work begins.
- No refunds will be provided for services that have already been delivered or completed.
- If the client is eligible for a refund, it will be processed within 15 business days from the approval date.
- Refunds, if applicable, will be credited to the original payment method used by the client.

### 4. Non-Refundable Services

The following services are non-refundable:

- Custom software or website development once initiated.
- Consultancy and advisory services after the session has been conducted.
- Subscription-based or third-party services purchased on behalf of the client.
- Any services provided under a special promotional or discounted offer.

### 5. Project Delays and Refunds

- If a project is delayed due to the client's failure to provide necessary inputs, the project will not be eligible for a refund.
- If we fail to deliver the project within the agreed timeline due to unforeseen circumstances, we will provide an alternative solution or compensation on a case-by-case basis.

## 6. Modification of Policy

Byteverse Technothink Solution Pvt. Ltd. reserves the right to modify this Cancellation and Refund Policy at any time.

Any changes will be communicated through our website or via email.

## 7. Contact Information

For any questions regarding this policy, please contact us at:

### **Byteverse Technothink Solution Pvt. Ltd.**

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