

Refund and Cancellation Policy

Last updated: May 8, 2025

Thank you for choosing Formula.dog. We are committed to providing high-quality AI-powered tools to enhance your productivity. If you are not entirely satisfied with your purchase, we're here to help.

1. Refund Eligibility

We offer a no-questions-asked refund for all purchases made on Formula.dog, provided that:

- The refund request is made within 7 (seven) calendar days from the date of purchase.
- The product or service is not excluded under the "Non-Refundable Items" section below.

After 7 days from the purchase date, we will no longer be able to offer a refund.

2. Refund Process

To initiate a refund:

1. Send an email to hello@formula.dog with the subject line: Refund Request – [Your Order ID].
2. Include your order details and the email address used at the time of purchase.

Our support team will verify the request and process the refund within 7 working days of receiving your email. Refunds will be issued to the original method of payment used during purchase.

3. Non-Refundable Items

The following are not eligible for a refund:

- Refund requests made after 7 days of the purchase date.
- Any promotional or trial versions that were provided free of cost.
- Products or services that were marked "non-refundable" at the time of purchase.

4. Cancellation Policy

Since our products and services are generally digital and/or instantly delivered:

- Orders cannot be cancelled after the purchase is completed.
- However, customers can request a refund (as per Section 1) within the 7-day window.

5. Chargebacks

Initiating a chargeback without first contacting us to resolve the issue will be considered a violation of our refund policy and may result in account suspension or restriction of future purchases.

6. Company Information

Formula.dog is operated by Real Craft Tech Private Limited, a company registered in India, and complies with all applicable consumer protection laws under the Consumer Protection Act, 2019.

7. Contact Us

For any questions or refund-related requests, please contact:

Email: hello@formula.dog

Support Hours: Monday to Saturday, 10 AM – 6 PM IST

This policy is designed to ensure transparency and fairness for all our users. If you have any further questions or need assistance, feel free to reach out to us.