

Cancellation and Refund Policy

Lokal Lead

1. Cancellation Policy:

1.1 Pre-Service Cancellation:

- If you cancel your service request **before** we commence work, we will refund your full payment.

1.2 Post-Service Cancellation:

- Once we have started working on your project, cancellations are not possible. However, we may consider partial refunds on a case-by-case basis, depending on the stage of completion and the specific circumstances.

2. Refund Policy:

2.1 Refund Eligibility:

- Refunds are primarily issued for pre-service cancellations, as outlined in section 1.1.
- In rare cases, partial refunds may be considered for post-service cancellations, as determined by our team.

2.2 Refund Process:

- If you are eligible for a refund, we will process it within 14 business days.
- Refunds will be issued to the original payment method.

3. Exceptions and Special Considerations:

- **Recurring Services:** For recurring services like monthly SaaS support, cancellation must be requested in writing [number] days prior to the next billing cycle to avoid charges.
- **Custom Projects:** Custom projects may have specific cancellation and refund terms, which will be outlined in a separate agreement.
- **Force Majeure:** In cases of force majeure (e.g., natural disasters, pandemics), both parties may be exempt from performance obligations.

4. Dispute Resolution:

- Any disputes arising from this policy will be resolved through amicable negotiation. If negotiation fails, the dispute will be settled through arbitration in Google Meet.

Please note: This policy is subject to change. Please refer to the latest version on our website or contact our support team for the most up-to-date information.

For any questions or concerns, please contact at : info@yatindrasingh.com