

# REFUND AND CANCELLATION



## POLICY ON REFUND AND CANCELLATION/ TERMINATION OF USER ACCOUNT

### 1. REFUND CLAIM PROCEDURE

If you choose to discontinue our services, you may initiate a refund request by either:

- Emailing us at [support@rappidx.com](mailto:support@rappidx.com), or
- Submitting a support ticket through our helpdesk system.

Our support team will review your request and may contact you to understand the reason for discontinuation. If the refund is validated and approved, the following conditions will apply:

**Partial Refunds:** If there are ongoing forward shipments, a full refund will not be issued, as such consignments may return as RTO (Return to Origin), incurring additional charges.

**Full Refunds:** Will only be considered if: .

- There are no active or pending shipments.
- There is no possibility of weight discrepancy disputes being raised.

Upon approval, refunds will be processed within **seven (7)** days and credited to your respective bank account.

### 2. USER ACCOUNT CANCELLATION / TERMINATION

In case, so desired for whatsoever reasons, you may initiate a request to permanently close your account by contacting us at [support@rappidx.com](mailto:support@rappidx.com).

Once your account is closed, all associated data and content will be irreversibly deleted from our systems. Please ensure that you wish to proceed, as this action cannot be undone.

### 3. ALTERATION OR SUSPENSION OF SERVICE

**Rappidx** reserves the right to alter, suspend, or discontinue any part of the service at its sole discretion and without any prior notice.

### 4. FRAUDULENT ACTIVITY

In cases where fraudulent behavior is suspected—whether through investigation, legal ruling, or settlement—**Rappidx** reserves the right to immediately suspend or permanently terminate the account without any prior notification. .

**Note:** Refunds will not be issued for partially used subscription periods, even if cancellation occurs mid-cycle.

### CONTACT INFORMATION

For any inquiries, concerns, or to exercise your rights under applicable law, please reach out to our Grievance Officer or Privacy Team by emailing us at:  
[support@rappidx.com](mailto:support@rappidx.com)