

Refund and Cancellation Policy

Effective Date: 1st November, 2025

Last Updated: 1st November, 2025

This **Refund and Cancellation Policy** (“Policy”) outlines the terms under which payments, subscriptions, and in-app purchases made through the **Deep Horizon App** are handled.

The app and all related digital services are owned and operated by **Deep Horizon Security Technologies Pvt. Ltd.**, a company incorporated under the laws of India (“Company”, “we”, “our”, or “us”).

By purchasing or subscribing to any service or feature on the **Deep Horizon App**, you agree to the terms set out below.

1. General Terms

All purchases made through the **Deep Horizon App**, including subscriptions, credits, and premium security features, are **non-transferable** and, except as provided herein, **non-refundable** once confirmed.

We recommend that users carefully review service descriptions, pricing, and plan details before completing any transaction.

2. Cancellation Policy

2.1. Subscription Cancellations

Users may cancel their active subscriptions at any time through their respective app store accounts:

- **Google Play Store:** *Play Store → Subscriptions → Deep Horizon → Cancel*
- **Apple App Store:** *Settings → Apple ID → Subscriptions → Deep Horizon → Cancel*

Cancellations will stop **auto-renewal** from the next billing cycle. Users will continue to have access to the purchased plan until the current billing period ends.

Payments already processed for the ongoing cycle are **non-refundable**.

2.2. One-Time Purchases and Credits

For one-time in-app purchases or credit packs, cancellations are **not applicable** once the transaction has been successfully completed.

3. Refund Eligibility

Refunds may be issued only under the following verified circumstances:

3.1. Technical Issues

If a payment is successfully processed but the corresponding service, plan, or feature is **not activated or accessible** due to a technical error on our platform, a full refund may be issued after verification.

3.2. Duplicate Transactions

In case of an accidental duplicate charge for the same purchase, the duplicate amount will be refunded after confirmation.

3.3. Service Unavailability

If a purchased feature or plan becomes unavailable **before activation**, the user will be entitled to a full refund.

3.4. Annual Subscription Grace Period

If an annual subscription is cancelled within **7 days of activation** and **no premium feature or emergency service** has been used during that period, the user may receive a **pro-rata refund**.

4. Non-Refundable Situations

Refunds will **not** be issued in the following cases:

- The service or feature has been **successfully activated or used**.
- The user cancels a plan **after** a premium or emergency feature has been accessed.
- The refund request is based on **subjective dissatisfaction** (e.g., change of mind or perceived service quality).
- The user fails to use or access purchased plans or credits within the validity period.
- The refund request is made **after the eligible time window** has expired.

5. Refund Request Process

To request a refund, please email support@deephorizon.io within **7 days** of the transaction date.

Your request should include the following:

- Registered **mobile number or account ID**
- **Transaction ID** or payment receipt
- Brief **description of the issue**

Once verified, approved refunds will be processed within **7–10 business days** to the original payment method.

If your purchase was made through the **Google Play Store** or **Apple App Store**, refunds are governed by their respective refund policies:

- [Google Play Refund Policy](#)
- [Apple App Store Refund Policy](#)

Deep Horizon Security Technologies Pvt. Ltd. cannot directly process refunds for transactions made through these platforms but will assist in facilitating communication where possible.

6. Policy Modifications

Deep Horizon Security Technologies Pvt. Ltd. reserves the right to update, modify, or revise this Refund and Cancellation Policy at any time. Updates will be published on this page with the revised “Last Updated” date.

Users are encouraged to review this page periodically to stay informed of any changes.

7. Contact Us

For refund, cancellation, or billing-related inquiries, please contact us at:

Deep Horizon Security Technologies Pvt. Ltd.

support@deephorizon.io

<http://www.deephorizon.io/>

8. Governing Law

This Policy shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or related to this Policy shall be subject to the exclusive jurisdiction of the courts located in **Guwahati, Assam, India**.