

## Refund Policy

Last updated: 30/06/2024

### 1. Overview

At Oabco Innovations Pvt Ltd, we strive to ensure customer satisfaction with our SaaS ERP software for retail pharmacies. We understand that there may be circumstances in which you may wish to request a refund. This Refund Policy outlines the terms and conditions under which refunds are issued.

### 2. Subscription Refund Eligibility

Refunds for our subscription services are subject to the following conditions:

- **First Month Satisfaction Guarantee:** New customers are eligible for a full refund if they cancel their subscription within the first 30 days of service. This is our way of ensuring that our software meets your expectations.
- **Annual Subscription Plans:** If you have subscribed to an annual plan and decide to cancel within the first 30 days, you are eligible for a full refund. After the first 30 days, refunds for annual subscriptions will be prorated based on the remaining months of the subscription term.
- **Monthly Subscription Plans:** Monthly subscription fees are non-refundable after the first 30 days. If you cancel your monthly subscription, you will not receive a refund for the unused portion of the month.

### 3. How to Request a Refund

To request a refund, please follow these steps:

1. Contact our Customer Support team at [kushal@dawaai.co.in](mailto:kushal@dawaai.co.in) or call +91 77700 71144.
2. Provide your subscription details, including the account holder's name, email address, and the reason for requesting the refund.
3. Our Customer Support team will review your request and respond within 5-7 business days.

### 4. Refund Processing

- Approved refunds will be processed within 10 business days.
- Refunds will be issued to the original method of payment.
- Depending on your bank or payment provider, it may take additional time for the refund to be reflected in your account.

### 5. Non-Refundable Fees

The following fees are non-refundable:

- Setup fees or implementation fees incurred at the start of your subscription.

- Fees for additional services or customizations beyond the standard software subscription.

## **6. Changes to the Refund Policy**

We reserve the right to update or modify this Refund Policy at any time. Changes will be posted on our website with the effective date of the revised policy.

## **7. Contact Us**

If you have any questions or concerns regarding our Refund Policy, please contact us at:

Oabco Innovations Pvt Ltd

203/A1, Rukhmini Apt., Friends Colony, Katol Road, Nagpur, Maharashtra

Email: [kushal@dawaai.co.in](mailto:kushal@dawaai.co.in)

Phone: +91 77700 71144

Thank you for choosing Oabco Innovations Pvt Ltd for your retail pharmacy software needs.

**Effective Date:** [Date]