**Refund & Cancellation Policy**

**Effective Date:** 29-09-2025  
**Last Updated:** 29-09-2025

This Refund & Cancellation Policy (“Policy”) applies to the use of **Retailix**, owned and operated by **Gen Dev Technologies** (“Company”, “we”, “our”, or “us”). Please read this Policy carefully before making any purchase or subscription within the App.

**1. Free Usage**

Retailix may offer free features for general usage. If you are using only the free version of Retailix, this Policy may not apply.

**2. Subscriptions & Paid Services**

* If Retailix offers **subscriptions or paid services**, payments will be processed securely through app stores (Google Play Store / Apple App Store) or integrated payment gateways.
* All billing and transactions are subject to the terms and conditions of the respective platform (Google/Apple) or payment provider.

**3. Refunds**

* **In-App Purchases (Google/Apple):** Refunds for purchases made through the Play Store or App Store must be requested directly through those platforms, as we do not control payment processing.
* **Direct Payments (if applicable):** For payments made directly via supported payment gateways, refunds may be issued only in cases of:
  + Accidental duplicate charges,
  + Technical errors resulting in failed service delivery,
  + Unauthorized transactions reported within [7] days.

Refunds are **not** provided for:

* Change of mind after purchase,
* Partially used subscription periods,
* Incorrect details entered by the user.

**4. Cancellation**

* Users can cancel subscriptions at any time via their Google Play Store or Apple App Store account settings.
* Cancellations will stop future billing, but the user will continue to have access to paid features until the end of the current billing cycle.
* For direct payments (if offered), cancellations can be requested by contacting us at **retailix.billing@gmail.com**.

**5. Contact Us**

For refund or cancellation requests, or if you have questions about this Policy, please contact us:

**Gen Dev Technologies**  
📧 Email: retailix.billing@gmail.com