

# Refund & Cancellation Policy

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This Refund & Cancellation Policy (“Policy”) outlines how refunds, cancellations, and service discontinuations are handled for EnCarbonSys (“We”, “Us”, “Service”). By engaging with EnCarbonSys, you (“Client”, “You”) agree to the terms described below.

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## 1. General Policy Overview

Because EnCarbonSys provides **data processing, custom calculations, and CBAM Communications Template preparation**, our work is primarily **service-based and irreversible once started**.

As a result:

- **Refunds are limited,**
- **Cancellations must follow strict timelines,**
- **No refunds are issued once deliverables (XLSX files) have been generated.**

This ensures fairness and protects the time, effort, and intellectual property invested into each engagement.

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## 2. Refund Eligibility

You may be eligible for a refund **only if ALL** of the following conditions are met:

1. **Work has not yet begun** on your data or calculations.
2. No custom scripts, formulas, templates, or workflow setup has been delivered.
3. No version of the XLSX CBAM Communications Template has been generated for your entity.

4. A formal cancellation request is submitted within **24 hours of payment**.

If any work has already commenced — including data review, preprocessing, template setup, or calculation logic construction — then **no refund will be issued**, regardless of project stage.

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### 3. Non-Refundable Cases

Refunds **will not** be granted in the following situations:

- You provided **incorrect, incomplete, or delayed data**, causing errors in the deliverable.
- You changed your reporting requirements after work began.
- Your importer or verifier rejected the output due to **internal compliance reasons**.
- You expected PDF/XML outputs instead of the agreed-upon **XLSX deliverable**.
- You discontinue communication midway through the engagement.
- You decide not to proceed after custom automation work has begun.
- Force majeure events or third-party disruptions (Google Sheets downtime, policy changes, etc.) affected the timeline.

All payments for service engagements, calculation setups, or consultancy are **final** once work has commenced.

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### 4. Service Cancellation

A Client may request cancellation **only before work has started**.

After work begins, cancellation is allowed, but **no refund** will be issued.

If a cancellation request is approved (pre-work), EnCarbonSys will:

- Stop all activity on the project,

- Archive or permanently delete your data (upon request),
  - Issue a refund within **7–10 business days** (if eligible).
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## 5. Delivery Issues

If you experience issues accessing or opening your XLSX deliverable, we will:

- Re-send the file,
- Provide alternate download formats (XLSX/CSV),
- Troubleshoot compatibility issues.

These situations **do not qualify for refunds**, as the work has already been completed.

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## 6. Timeline Delays

Delivery timelines may shift due to:

- Client delays in providing data,
- Clarifications required for accurate reporting,
- External changes to CBAM rules or template structure,
- Technical issues with third-party tools.

Delays **caused by external or client-side factors do not warrant refunds**.

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## 7. Quality Guarantee

We guarantee that:

- The XLSX deliverable will follow the CBAM Communications Template structure,
- Calculations will align with the logic agreed upon with the Client,
- Data will be processed based on the information provided.

However, we **cannot** guarantee:

- Acceptance by importers or verifiers,
- Regulatory approval,
- Zero revisions if your data changes later.

We will support reasonable corrections **only when the error originates on our side.**

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## 8. Disputes

If you believe you deserve a refund, contact us at:

 [contact@encarbonsys.com](mailto:contact@encarbonsys.com)

Include:

- Company name
- Engagement details
- Reason for request
- Proof of payment

We will review your case within **5 business days** and respond transparently.

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## 9. Policy Updates

We may revise this Policy periodically.

Continued engagement signifies acceptance of updated terms.

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## **10. Governing Law**

This Policy is governed by the laws of India.

Disputes fall under the jurisdiction of **Bangalore courts, Karnataka**.