

Refund and Cancellation Policy

Gnoin Private Limited undertakes all projects under the scope of objectives that determine the direction/route followed by the project.

Please read and make sure you fully understand our refund policy prior to making a payment. Should you have other questions about our policies, feel free to call us at +91-33-48040710 and info@gnoin.com

Our focus is complete customer satisfaction. In the event, if you are displeased with the services provided, we will refund back the money, provided the reasons are genuine and proved after investigation.

Gnoin Private Limited carried out and accepted the project after thorough analysis and creation of a complete scope document, in order to ensure that our teams have a complete understanding of the work needed to be carried out, preventing any project cancellation / reversal / dispute.

At Gnoin Private Limited, our Refund and Cancellation Policy is based on standardized practice that strictly followed industrial norms. We put up with fair assessment practices and all the refund claim are processed with the vigilant parameters to make sure the decisions and justified and mutually agreeable. Our policies are treated with appropriate measures to settle different claims, originating from different assortments of the needs and various business situations.

Coverage and Scope

This Refund Policy covers Gnoin's action and approach towards refunds. This Refund Policy does not apply to the practices of companies that Gnoin does not own or control or of individuals that Gnoin does not employ or manage, including any third-party service and/or product providers bound by contract and any contains third-party websites to which Gnoin's websites link.

When will you be eligible for a refund?

When you lodge a complaint to Gnoin, we first try to provide an ideal solution to the issue you are facing. Your case is first presented to the technical team and then further reported to the panel of experts. Refunds are only made in extreme circumstances, when nothing good can be done to resolve the problems.

While planning for refunds, we examine the soundness and validity of the case and apply various conditions. If these conditions are met, a refund may apply.

- I. Within 30 days of making payment, development/after-sales operations have not started.
- II. The issues with the project are beyond the scope of rectification/resolution/fixing.
- III. Gnoin does not offer any refunds or refunds for services once the work has commenced and/or been completed if you have provided us with incorrect information.
- IV. If you do not want Gnoin to start the project, you can ask for a full refund within 24 hours (only) of making the payment. If the project is not started during this 24 hour period, Gnoin will deduct any expenses, fees and admin fees and refund you accordingly.
- V. If you initiate monthly or annual service with us and request to cancel service, you must notify Gnoin at least 30 business days prior to the next billing period ("Notice Period"), or until unless otherwise specified in your contract or service agreement with us.
- VI. You have not used any information (obtained during the course of association) for monetary/commercial gain.
- VII. The reasons you stated are valid/rational/realistic enough to qualify for a refund test.
- VIII. Must be able to showcase your innovative UI design and development skills and understand what makes an app addictive and engaging.
- IX. You have submitted all proof and evidence regarding your refund claim.
- X. The claim does not arise from a billing dispute from your bank or payment vendor.
- XI. You have not violated our payment terms.
- XII. There are no refunds on dedicated servers, administrative fees, install fees for custom software, or domain name purchases.
- XIII. Taxes cannot be refunded by us as they are directly deposited at the end of each month, although it may be possible to get them back directly from the government.

Important Note:

- If any of the points mentioned above is found violated, your claim will be considered void. The decision on refunds is final and irrevocable.
- All refunds and cancellation requests must be made in writing. Your request will not be considered valid until you receive confirmation from our accounting department. The confirmation email sent by our accounting department will serve as proof of service cancellation. We strongly believe that our services will be beneficial to your business.
- We always strive to make your digital experience more entertaining. We reserve the right to modify any provision of this Refund Policy without notice.

How The Refund Takes Place?

I. Pre-Refund

- a) Refund queries are processed, analyzed and checked for authenticity.
- b) Match the query with acceptable parameters and valid reference points.
- c) Arrange for refund in acceptable terms and settlement in full or in part as the case may be.

II. Post-Refund

- a) Sign a certification agreement.
- b) Unless you are told otherwise, you destroy all copies of the information shared and communications made in due course.

III. Transaction

- a) Refund processing may take 7-10 business days after the refund agreement is signed.
- b) You will be refunded in the same currency in which you were charged. If it is not your native currency, your bank may charge an exchange fee, or exchange rate changes may result in a difference in the amount refunded compared to the amount you originally charged. Paid (in your native currency). If you have to pay any fees or suffer any loss in this process then it is completely your responsibility.

Modification

Gnoin Private Limited may amend this Policy from time to time, at any time, without notice to you and in its sole discretion. You are expected to check the Policy periodically for updates.