



An Enterprise of CONSAM Group of Industries

## Refund/return policy > [www.consamtelecom.com](http://www.consamtelecom.com)

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### REFUND & RETURN POLICY

Welcome to this CONSAM website. We at CONSAM Telecom are highly concerned about clarity in refund/return of receipts, wherein our policy for same are outlined below:

1. We have state of the art credit note functionality available in our ERP/web – site using which you can unsubscribe the subscription of our services anytime you wish.
2. When you choose to unsubscribe, amount on prorated basis will be credited to your account (e.g. you have subscribed for a service, cost whereof is ₹. 1,200 per annum, and you have unsubscribed the said service after using it for 96 days, in this circumstance we shall provide you a credit note of ₹. 316).
3. After the amount is credited in your account, you will have two options which will be:
  - a. To use such amount for subscribing for another service, extend subscription.
  - b. Else, you can e-mail us using your registered e-mail address alongwith your bank account details containing bank account number, IFSC Code, Branch when within seven days we shall refund/return your amount.

### Contacting us:

For refund/return, please contact us at [incharge.communications@consam.in](mailto:incharge.communications@consam.in), with the subject line, "RETURN/REFUND."