

# Cancellation & Refund Policy

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BLACKAPPS-AI LLP(doing business as EasyApply)('we', 'us' or 'our') believes in helping its customers as much as possible, and has therefore a liberal cancellation policy. "Agent" is anyone authorized by us to use the EasyApply app in agent mode.

Under this policy:

- Cancellations of applications by Applicants will be considered only if there is no significant progress made on the application. However, the cancellation request may not be entertained if the application has been filled or submitted.
- We do not accept cancellation requests for the applications which are filled fully or submitted.
- In case of any Refunds approved by us, the amount you paid for the application will be refunded after deducting a minimal service charge of Rs.10.
- Once a refund is initiated, it might take 7-14 days for the refund to be processed to the end customer, subject to the working conditions of the payment aggregator and financial institutions involved.
- If you are an Agent leaving any application in the middle without completing it, we are not liable to pay you anything for any progress you have made on the application.
- Resolution of any dispute arising between agent and applicant, related to the quality of service provided through EasyApply, will be done at our sole discretion and will be binding to both.