

NAGA & Associates

Chartered Accountants

Online Order Cancellation & Refund Policy

Document Title	Online Order C&R	Document Version	V 1.0-13
Prepared By	CA Swaminathan K	Approved By	CA Naga Raju P
Date	01 st Jul 2013	Date	15 th Jul 2013
Document Controlled By	CA Naga Raju P		

The Refund policy is applicable only in respect of online payments made on <http://www.nacas.biz> & <http://www.clientportal.nacas.biz>

1. Fees once paid through payment gateway shall not be refunded other than in the following circumstances:
 - a. Multiple times debiting of candidate account due to technical error
 - b. Candidate account being debited with excess amount in a single transaction due to technical error.
2. For all Cancellation of Order and Refund claims, the client has to send a request to receivables@nacas.biz with following details: Order Number, Date of Order and Payment mode
3. If the Cancellation of Order submitted by the client and submits the request for refund with in a period of 2 days, 10% of the fees will be forfeited and the balance only will be refunded.
4. If the Cancellation of Order submitted by the client and submits the request for refund after 2 days, 50% of the fees will be forfeited and the balance only will be refunded.
5. If the Cancellation of Order submitted by the client and submits the request for refund after 7 days, 90% of the fees will be forfeited and the balance only will be refunded.
6. In case of fake/fabricated information provided by the client for procuring the service (either intentionally or unintentionally) and the same thing found by NAGA on its verification 100% of fees paid by the client will be forfeited and NAGA has the right to reject the cancel request of the client.
7. No Cancellation & refund request would be entertained after delivering the service.
8. The candidate will have to make an application for refund along with his/her bank account details and original payment receipt, if any receipt is generated at the time of payments and the claim request has to come to us in either of the mode given below:
 - a. In the form of E-mail sent by you to receivables@nacas.biz from the SAME E-mail address which is present in the registered account at NACAS.
 - b. In the form of a letter signed by you to reach our Head Office at M/s NAGA & Associates, Chartered Accountants, #1174/3, 10th B Cross, 7th B Main, Yelahanka New Town, Bangalore - 560064

9. The application will be processed manually and after verification, if the claim is found valid, an account payee cheque drawn (or any other mode) in favour of the applicant will be issued within a period of 7 – 10 days of receipt of such claim
10. An amount of ` 150/- will be reduced on each refund towards Administration charges.
11. NAGA deserve the right to revise the policy terms from time to time. Upon publishing the same on its website such new terms will be enforced with immediate effect.