

Cancellation & Refund Policy of

Adeptify Technologies Pvt. Ltd. for

Ultimate - The Parenting App

Last updated on: 17-10-2024

At Adeptify Technologies Pvt. Ltd. (hereinafter "Adeptify"/ "we"/ "our"/ "us"), we value the trust of our customers ("Customer(s)"/ "you"/ "your"/ "Subscriber(s)") and are committed to offering transparent and fair policies for cancellations and refunds regarding your subscription to the Ultimate - Parenting App services and products. This policy is designed to inform you about the process of requesting refunds, cancellations, and any specific conditions applicable to your purchases.

General Cancellation & Refund Policy

This Policy shall come into effect from 17-10-2024 and shall continue to remain valid until it is specifically replaced or revoked by us. Any refund request, received from you on or after DATE 17-10-2024, will be processed in accordance with this Policy which is subject to change as per the law or as per the decision of the management of Adeptify Technologies Pvt Ltd.

Free Trial:

The Ultimate - Parenting App may offer free trial period for first time users to experience the app's features. After the free trial period ends, you can choose to purchase a subscription to continue using the app or discontinue payment processing by removing payment details. That choosing to purchase the subscription is not mandatory. That You can also choose to not subscribe the app, however unless you do not subscribe you shall not be able to use all the services of the App. That subscription shall only be deemed to be completed after effective deductions of the Subscription Charges and till then you shall not be considered as a Valid and Effective Subscriber. That free trial is subject to discretion of the management of Adeptify Technologies Pvt Ltd and the same shall not be considered as of right.

Purchases Not Eligible for Return or Refund:

The following purchases are not eligible for refunds:

Exceeded Timeframe: Refund requests made after 7 days from the payment date are ineligible.

Expectation Mismatch: Refunds are not provided based on dissatisfaction with the product, if app features matches the app description. We encourage users to read product details and try the free trial before purchasing.

Unauthorized Payments: We do not offer refunds for unauthorized payments resulting from credit card fraud or other issues. For suspected fraud, we recommend contacting your bank or card issuer. Further in that case we also reserve our right for disclosure of such information to the competent Police Authorities.

Regional Pricing or Promotional Differences: Refunds for pricing differences between regions or during different promotional periods are not available.

Change of Mind: Refunds are not provided for users who change their mind after purchasing without asserting any prudent reason.

Renewal Confusion: Refund requests due to users not realizing their subscription auto-renewed will not be accepted. Subscriptions can be cancelled at any time before the renewal date to avoid charges.

Refusal to Troubleshoot: Refund requests due to technical issues will be denied if the customer refuses to cooperate with the Ultimate Support Team in troubleshooting the issue, including declining to provide sufficient problem descriptions or declining to attempt solutions offered.

Refund Eligibility Criteria

Refund requests are eligible under the following situations:

Technical Issues: If the service has terminal technical issues and a solution is not provided within 12 working days, Adeptify will issue a refund for the purchase.

Purchase of Incorrect Plan: If a customer accidentally purchases the wrong plan and later, purchases the correct plan, they are eligible for a refund on the original incorrect purchase.

However in this case all the rights are reserved by Adeptify Technologies Pvt Ltd and whether to provide refund or not is the sole choice of Adeptify Technologies Pvt Ltd

HOW TO REQUEST A REFUND:

To request a refund, please contact us via following methods:

Email: Send an email to contact@adeptifytechnologies.com

b) Please have the following information ready: Your name, registered phone number, registered email ID

Date of purchase

Amount

Order ID / invoice ID (found on invoice or order confirmation email)

REFUND PROCESS:

Upon receiving your request, our customer support team will verify that the request meets the eligibility criteria outlined in this policy. Once Adeptify confirms it as eligible refund, refund will be processed within 8-10 business days and credited back to the original payment method. If the subscription is active at the time of the refund request, the subscription will remain active till refund is proceed, once refund is processed your subscription will end. That deductions as per the Companies policy shall be done from and balance amount of refund shall be processed.

For automatic renewals, refunds can be processed if the request is made within the automatic billing period (usually 2 weeks before the next billing date). In such cases, the subsequent subscription period will not begin, but you can continue using the current subscription until it expires.

Example: If your next billing date is October 15th and you cancel on October 5th, your subscription will not renew, but you can still use the app until October 14th.

Important Note: Once a refund is issued, the corresponding access will be deactivated.

Mode of Refund:

All eligible refunds will be processed through an online transfer in Indian Rupees only, credited to the original source account within 8-10 days after written confirmation from Adeptify.

In no event, will the refund exceed the amount paid for the purchase.

If the payment source used for the original transaction is no longer active, you will need to provide alternative bank account details. Adeptify is not responsible for crediting refunds to an incorrect account due to wrong details provided by you.

Modification of Policy:

We reserve the right to modify or replace this policy at any time without prior notice. Any material changes will be communicated through email or in-app notifications.

Validity:

This policy is effective from 17-10-2024 and shall remain valid until replaced or revoked. Refund requests received after 17-10-2024 will be processed according to the terms of this policy.

For further inquiries, please contact us at contact@adeptifytechnologies.com. We are here to assist you with any questions regarding subscriptions, cancellations, or refunds.