# Refund Policy

\_Last updated: October 2025\_

At Urban Uplink Pvt. Ltd. (“Urban Uplink,” “we,” “our,” or “us”), we are committed to delivering high-quality digital services and ensuring customer satisfaction. This Refund Policy outlines our position regarding payments and refunds. Please read it carefully before making a purchase.

## 1. No Refund Policy

All purchases and payments made to Urban Uplink Pvt. Ltd. are final and non-refundable. Once a transaction is completed — including subscription fees, setup charges, renewals, or one-time payments — no refunds, partial credits, or reversals will be issued for any reason, including:  
- Change of mind or discontinued use of our Services  
- Failure to use or access the Services after purchase  
- Dissatisfaction with features or outcomes that align with service descriptions  
  
We encourage all users to review service details, features, and billing terms carefully before completing any purchase.

## 2. Exceptional Circumstances

While we follow a strict no-refund policy, Urban Uplink Pvt. Ltd. may, at its sole discretion, consider exceptions in specific cases such as:  
- Duplicate transactions caused by technical errors  
- Verified unauthorized payments made without user consent  
  
Requests for review under these circumstances must be submitted within 7 days of the transaction date to admin@urbanuplink.ai with supporting documentation.

## 3. Subscription Cancellations

Users may cancel subscriptions at any time through their account settings. Cancellations prevent future renewals but do not qualify for refunds for the remaining period of an active subscription. Access to the Services will remain active until the end of the current billing cycle.

## 4. Third-Party Payments

If payments were made through third-party platforms or integrated services (such as app stores or payment gateways), their individual refund or billing policies may apply. Urban Uplink Pvt. Ltd. is not responsible for managing or processing refunds made through such external systems.

## 5. Contact Us

If you have questions regarding this Refund Policy or believe a billing error has occurred, please contact us at:  
  
Email: admin@urbanuplink.ai  
  
We will review all concerns promptly and communicate transparently.

Urban Uplink Pvt. Ltd. reserves the right to amend or update this Refund Policy at any time. Continued use of our Services after changes are posted constitutes acceptance of the latest version.