

Chargeback & Cancellation Policy

SevenUnique Tech Solutions Pvt. Ltd.

www.sevenunique.com

Effective Date: 03 June 2025

1. Purpose

This policy outlines the terms under which customers may cancel services or initiate refunds and the company's stance on chargebacks. It is designed to ensure fair, transparent, and mutually respectful handling of disputes.

2. Cancellation Policy

a. Before Project Commencement:

- A full refund will be issued if a cancellation request is submitted in writing before any project work begins.
- No administrative or setup fee will be charged in this case.

b. After Project Commencement:

- If a project is already underway, partial refunds (pro-rated) may be considered based on work completed.
- Any delivered module, feature, or digital asset will be considered billable and non-refundable.

c. Fixed-Price or Subscription-Based Services:

- Subscriptions can be canceled anytime with a written request.
- Prepaid amounts for ongoing subscriptions are non-refundable unless otherwise specified in the contract.

3. Refund Policy

Refunds will be issued only in the following cases:

- Non-delivery of agreed services due to internal error or unavoidable circumstances.
- Technical incapability where promised core features cannot be developed or integrated.
- Significant delay (30+ working days beyond project timeline without valid explanation or updates).

Refunds will not be provided for delays caused due to client inaction, delayed inputs, scope changes, or third-party dependency.

Refund requests must be emailed to info@7unique.in within 14 calendar days of project delivery or payment.

4. Chargeback Policy

- Clients are expected to first seek resolution through our official support channels before initiating a chargeback.
- Unnotified chargebacks will be considered a violation of service terms, and the client's account may be flagged, suspended, or permanently banned.
- In case of a chargeback, we reserve the right to submit: Signed agreements, Communication logs, Work evidence, Invoices and approved change requests.

Disputed chargebacks may also result in legal proceedings if proven malicious or without merit.

5. Communication & Dispute Resolution

We are committed to resolving issues amicably and quickly.

- Email: info@7unique.in
- Phone: +91 88242 03847
- Address: As mentioned on the official footer

- Working Hours: Monday to Saturday, 10:00 AM to 6:30 PM IST

6. Legal Standing

This policy shall be governed by and interpreted in accordance with the laws of India. Any legal disputes shall fall under the jurisdiction of courts located in Jaipur, Rajasthan.

SevenUnique Tech Solutions Private Limited reserves the right to amend this policy at any time.