

## Cancellation and Refund

Our refund policy has been planned to describe the circumstances under which Intlum Technology Pvt Ltd will deliver a refund. The process for demanding a refund and the accountability of Intlum Technology Pvt Ltd result in such an appeal. Registration for any of our facilities states that you approve and accept all the terms and conditions summarized in the refund strategy.

### Coverage & Scope

- Our refund policy involves the refunds by Intlum Technology Pvt Ltd and/or a website possessed and handled by Intlum Technology Pvt Ltd – a creative web design company.
- This policy does not possess any claim for businesses which are not preserved or managed by Intlum Technology Pvt Ltd or for people not working or administered by Intlum Technology Pvt Ltd. This involves any external service and/or product suppliers bound by the agreement and also, any external website to which Intlum Technology Pvt Ltd's website link.

### Filing a Complaint

- At Intlum Technology Pvt Ltd, a creative website design and digital marketing company, we consider each project with the ultimate product in vision. It is as much our duty as the client's. So, we think that each attempt should be made to reach a solution that is fully acceptable reciprocally in case of any situation where

dissatisfaction related to services comes. Only when things are completely out of hand that refund should be considered.

- Our final aim is to come to a mutually acceptable solution. Even then if for some reason you are not satisfied and think about going for a refund claim, it is our request that you take out a few precious minutes to write to us at [info@intlum.com](mailto:info@intlum.com) for a final dialogue prior to requesting a refund.
- Only if we are unable to reach a common ground with you after talks should a refund claim be filed?

### **Eligibility for refund**

At Intlum Technology Pvt Ltd, a creative digital marketing, and web development company, every project is important to us and we make sure that we handle each project with utmost care and professionalism. Our aim is to provide the results as per the terms and conditions of the proposal. However, despite every measure, if the client is not satisfied with the results and chooses to go for the dispute resolution process, we consider refund requests as per the following program in which our services and refund policy related to each service are very clearly listed:

### **Delivery Time**

- Full refund: In cases where the project has not been started or if the initial design style has not been approved. The Full Refund policy will initiate after receive the upfront payment date and will take 180 Days to refund the amount.

- Partial refund: If there is a failure to deliver as per our delivery policy after the approval of the initial design style. The partial refund will be in proportion to the work completed.
- No refund: For the time that the services have already been provided. If the client is not satisfied with any level of work, he must immediately bring it to the notice of our project manager and ask for any discounts for the work loss. Any negotiations at a later date will not be entertained.

### **Logo design/brochure design**

- Full refund: In cases where the project has not been started or if the initial design style has not been approved.
- Partial refund: If there is a failure to deliver as per our delivery policy after the approval of the initial design style. The partial refund will be in proportion to the work completed.
- No refunds: If the project has been completed and uploaded on the server, or the claim made by client seem to be irrelevant.

### **Web programming**

- Full refund: If the project has not been initiated.
- There is an agreement for every web programming project. However, if there is no agreement and no clear discussion of the refund policy, the following delivery policy will hold true.
- A partial refund will be issued as per the judgment of the service provider if we fail to complete the project in accordance with the delivery policy and contract of agreement. The amount will be

calculated by Intlum Technology Pvt Ltd taking into account the proportion of the project completed and the proportion yet to be completed as per the pre-defined scope of the project.

### **Dedicated Hiring (Offshore staffing solution)**

*NOTE: Intlum Technology Pvt Ltd's delivery commitment is subject to:*

- Full refund: If the project has not been initiated by the programmer/designer/content writer/SEO expert or any other resource and/or staff.
- Proportionate refund: In accordance with the amount of work done till the time client decides to cancel the order.
- No refund: For the time that the services have already been provided. If the client is not satisfied with any level of work, he must immediately bring it to the notice of our project manager and ask for any discounts for the work loss. Any negotiations at a later date will not be entertained.

### **Applicability of the Delivery Policy**

*NOTE: Intlum Technology Pvt Ltd's delivery commitment is subject to:*

- A project is not taken to be void unless the agreed upon payments are clear.
- The refund policy is not applicable if the required information for the successful completion of the project is not given to us at a proper time. If there is delay or failure in the completion of the

project due to improper communication from the client, it cannot be attributed to Intlum Technology Pvt Ltd.

- If the information provided by the client is incomplete and/or complete information regarding the project is not provided at the initiation of the project, Intlum Technology Pvt Ltd is not liable to follow its delivery or refund commitments.
- There is no provision for compensation for the delay of delivery under any conditions, until and unless there is an agreement signed with a penalty clause for delay in delivery.

### **Limitation of Liability**

Intlum Technology Pvt Ltd's liability is bound by the value of the chunk of the project (as per our proposal) which remains incomplete at a given point in time. Intlum Technology Pvt Ltd is not obligated for losses due to the services provided/not provided or the delay in the same at any point in time. The liability to refund holds only if the project has been canceled by the client and such cancellation has been communicated to Intlum Technology Pvt Ltd in writing.

### **Processing of Refunds**

The partial refunds will be processed and mailed within 180 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project i.e. refund by check, credit card or by bank transfer.

And The full refunds will be processed and mailed within 50 business days of the date of cancellation and will be brought about using the method of payment agreed upon in the beginning of the project i.e. refund by check, credit card or by bank transfer.

### **Changes**

Intlum Technology Pvt Ltd may at any time, without prior notice under its sole discretion, amend this policy from time to time. You are therefore requested to review this policy periodically. Your continued use of Intlum Technology Pvt Ltd website after any such amendments automatically implies your acceptance of the same thereof.