



REFUND POLICY

At EdCalibre, we strive to provide our users with the best possible experience using our math practice application available on our website and mobile application. This Refund Policy highlights the rules and regulations related to the cancellation of the services by the guardians and/or parents (“**User**”). This Refund Policy can be updated, at any time, as per the convenience of EdCalibre and EdCalibre has no obligation to inform the Users, before making such changes to the Refund Policy. Continued usage of the website will lead to automatic acceptance of this Refund Policy by the Users. This Refund Policy is an extension of the Terms and Conditions Agreement, and the User must refer to the Terms and Conditions Agreement to understand the full scope of the product and services offered by EdCalibre.

The Users are hereby advised to refer to this Refund Policy for the products or services offered by EdCalibre. This Refund Policy is final and binding on Users and no exceptions will be made for any individual Users.

SUBSCRIPTION PAYMENTS

- EdCalibre offers a free trial period followed by a paid subscription of eight thousand nine hundred and ninety nine (8999) INR annually. This subscription does not renew automatically unless the User chooses to renew it.
- Payments are processed securely through our platform, and Users are provided with confirmation of their subscription upon successful payment.

ELIGIBILITY FOR REFUNDS

- Users are encouraged to utilize the free trial period to evaluate our math practice application before committing to a paid subscription. We have a NO Refund policy.
- Refunds may be issued ONLY under the following conditions:
 - If the User experiences technical issues that prevent them from accessing or using the math practice application effectively, upon failure of our support team to effectively resolve the issue.
 - If the User accidentally makes a duplicate payment.
 - In case that the User accidentally makes a duplicate payment, refund requests must be made within fourteen (14) days of the subscription payment date. Requests made after this period may not be eligible for a refund.

- **NON-REFUNDABLE ITEMS**

- Refunds shall not be issued under the following circumstances:
 - After the fourteen (14) day refund request window has closed, in the scenario of user making duplicate payments.
 - If the User decides they no longer wish to use the service after the free trial period and the subscription has been activated.
 - If the User fails to provide sufficient information or documentation to support their refund request.

- **REFUND REQUEST PROCESS**

- Users can request a refund by contacting our support team at info@edcalibremath.com. The request should include the following information:
 - User's full name and email address associated with the account.
 - Date of subscription payment.
 - Reason for requesting a refund, including any relevant details or documentation.
- Our support team will review the refund request and may reach out to the User for additional information or clarification if needed.

- **PROCESSING OF REFUNDS**

- Refunds, if approved, will be processed within 7-10 business days from the date of approval.
- Users will be notified via email once their refund request has been processed and approved. The notification will include details about the refund amount and the expected time frame for the funds to be returned to the User's original payment method.
- Refunds will be issued using the same payment method that was used for the original transaction. In cases where this is not possible, alternative arrangements shall be made with the User.

- **CONTACT INFORMATION**

- If you have any questions or concerns regarding this Refund Policy, or if you need assistance with a refund request, please contact our support team at: info@edcalibremath.com.