Refund and Cancellation Policy

1. Cancellation Policy

1.1 Cancellation by the Client

Clients may request to cancel a service or project at any time before the service is completed. However, cancellations must be made in writing via email or the appropriate communication channel.

- If the project is in the early stages (e.g., discovery or planning phase), clients may receive a refund for the unutilized portion of the service.
- For ongoing projects or services, cancellation requests will be processed based on the progress of work and any milestones achieved.
- Once work on a project has commenced, the client may be required to pay for the work completed up until the cancellation request.

1.2 Cancellation by Eesassin Technologies Pvt. Ltd.

Eesassin Technologies Pvt. Ltd. reserves the right to cancel a project or service if there is a breach of contract, failure of the client to provide necessary materials or feedback, or any other reason beyond our control.

- In such cases, the client will be notified in writing, and any unused portion of the payment will be refunded, subject to the terms of this policy.

2. Refund Policy

2.1 Eligibility for Refunds

Refunds may be requested if the service provided does not meet the agreed-upon specifications, scope, or quality standards.

- If a client is dissatisfied with the service, they must contact Eesassin Technologies Pvt. Ltd. within 7 days of receiving the deliverable, providing clear details of the issues. Eesassin Technologies will review the situation and determine if a refund is applicable.
- Refunds will not be issued if the client has already approved the work or if the services were provided according to the contract terms and client specifications.
- If a refund is approved, it will be issued for the unutilized portion of the service or project cost.

2.2 Refund Process

- Refund requests must be submitted via email to our support team with a detailed explanation of the reason for the request.
- Once received, the request will be reviewed, and a decision will be made within 7 business days. If the refund is approved, it will be processed within 30 days, depending on the payment method used by the client.

2.3 Non-Refundable Services

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- Certain services, such as custom software development, consultation hours, and one-time deliverables, may be non-refundable once work has commenced.
- Subscription-based services or retainer agreements are also non-refundable once the service period has started, unless specifically stated otherwise in the agreement.

3. Termination of Agreement

3.1 Termination by the Client

- If a client decides to terminate the agreement before completion, they may be required to pay for any services rendered up to the point of termination.
- The termination request must be made in writing and will be reviewed to assess any further obligations.

3.2 Termination by Eesassin Technologies Pvt. Ltd.

- Eesassin Technologies Pvt. Ltd. may terminate an agreement at any time if there is a breach of terms, non-payment, or other conditions that prevent the completion of the project.
- Upon termination by Eesassin Technologies Pvt. Ltd., the client will be invoiced for all services rendered up to that point.

4. Special Terms for Customized Projects

For custom development or consulting projects, any cancellation or refund request will be evaluated based on the specific terms agreed upon in the contract.

- Clients will be informed of any potential costs related to project cancellation before the commencement of work.

5. Changes to this Refund and Cancellation Policy

This Refund and Cancellation Policy may be updated at any time. Any changes will be posted on this page, with an updated "Last Updated" date.

Clients are encouraged to review this policy periodically to stay informed about the terms of service and refund conditions.