

MADHYAMCONNECT · REFUND & CANCELLATION

Refunds, cancellation and renewals — clearly.

How subscription billing, cancellation, auto-renewal and refunds work on MadhyamConnect, stated plainly and up front.

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1 Scope & nature of the service

This policy applies to paid MadhyamConnect subscriptions. MadhyamConnect is a **software-as-a-service subscription** delivered continuously over each billing period, which shapes how refunds work.

Draft. This document is being finalised with legal counsel; the definitive version governs once the service is live.

2 What is refundable & non-refundable

Because the service is delivered continuously, **subscription fees are generally non-refundable once the billing period has begun**. When you cancel, your plan simply continues to the end of the paid period and does not renew. We do not pro-rate a refund for a voluntary mid-cycle cancellation.

We **do** refund, however, in the cases where withholding money would be wrong — see Section 5 (billing errors, duplicate or erroneous charges, and failed provisioning).

3 Free plan & cancellation

The **Solo** plan is free — there is no charge and therefore nothing to refund. Any paid upgrade is governed by this policy.

How to cancel: from your account settings, at any time before the next renewal. Cancellation takes effect at the end of the current paid period; your access continues until then, and your data remains available within the limits of your plan.

4 Auto-renewal & recurring payments

Paid plans renew automatically until you cancel. We keep this transparent:

- Auto-renewal is **disclosed clearly at purchase** — never hidden.
- For card auto-debit under the RBI e-mandate framework, you receive a **pre-debit notification at least 24 hours** before each charge (amount, date, reason).
- You can **turn off auto-renewal or cancel the mandate at any time**.

5 Refund processing, GST & billing errors

Where a refund is due — a genuine **billing error**, a **duplicate or erroneous charge**, or a **failure to provision the service** — we process it to your original payment method, typically within **7–10 business days** (the gateway's own timelines may add a little). For any refunded invoice we issue a **GST credit note**.

Before a chargeback. If something looks wrong on your bill, please contact us first — we will put genuine errors right quickly, usually faster than a chargeback.

6 Grievances & contact

For any billing or refund question, contact us via genxdigitalsolutions.com or our Grievance Officer, [Grievance Officer name], [grievance@genxdigitalsolutions.com]. Complaints are acknowledged within 24 hours and redressed within 15 days.

DISCLAIMER

Informational only. This Refund & Cancellation Policy is a draft provided for general information and is not legal or financial advice; plan prices, taxes and terms may change without notice. It should be read with the Terms & Conditions. **Being finalised with legal counsel; the definitive version governs once the service is live.** © GenX Digital Solutions 2026. Queries via genxdigitalsolutions.com.



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