

REFUND & CANCELLATION POLICY

(PROFITERA PRIVATE LIMITED – MOA & India-Aligned)

Refund & Cancellation Policy

PROFITERA PRIVATE LIMITED (“Company”, “we”, “us”, “our”) operates its platform on a **strict no-refund and no-cancellation basis**. This policy is framed in accordance with the Company’s Memorandum of Association (MOA) and applicable laws of India.

By accessing, registering, participating, or making any payment on the platform, the user expressly acknowledges and agrees to the terms set out herein.

No Refund Policy (Strict)

All payments made to **PROFITERA PRIVATE LIMITED**, including but not limited to platform service fees, participation charges, activation fees, administrative charges, or any other consideration, are **final, non-cancellable, and non-refundable**.

Once a payment is successfully processed, **no refund shall be initiated under any circumstances**, irrespective of:

- Non-usage or partial usage of services
- Change of intention or business decision by the user
- Discontinuation of participation by the user
- Dissatisfaction with outcomes, expectations, or results

Limited Statutory Exception

Refunds shall **not** be provided **except** where:

- A refund is **expressly mandated by a competent court, statutory authority, or applicable law**, and
- Such refund is required to be processed strictly to the minimum extent prescribed under such legal mandate.

The burden of proving such legal entitlement shall lie solely on the user.

Non-Refundable Items (Illustrative, Not Exhaustive)

The following shall **never** be eligible for refund:

- Platform service fees after payment confirmation
- Participation, activation, or onboarding amounts
- Compliance, verification, documentation, or administrative fees
- Any amounts already utilised, allocated, or processed
- Charges levied by banks, payment gateways, or third-party service providers
- Taxes, duties, or statutory levies once remitted or payable

Cancellation

Users are **not entitled to cancel** any service, participation, or transaction once payment has been made.

Cancellation requests, if any, shall **not** create any obligation on the Company to refund or reverse the transaction.

No Guarantee / No Claim

The Company does **not guarantee** any financial outcome, earnings, benefits, or results from participation on the platform.

Accordingly, **no refund claim shall arise** on the basis of perceived loss, non-performance, or unmet expectations.

Fraud, Misuse & Legal Safeguard

The Company reserves the right to:

- Reject any refund-related claim that is frivolous, abusive, fraudulent, or intended to harass
- Use this policy as a **primary defence** before law enforcement authorities, consumer forums, regulatory bodies, or courts
- Restrict, suspend, or terminate access for misuse of the platform or policies

Policy Updates

PROFITERA PRIVATE LIMITED reserves the right to modify, amend, or update this Refund & Cancellation Policy at any time without prior notice.

The updated policy shall be effective immediately upon publication on the official platform.

Governing Law & Jurisdiction

This policy shall be governed by and construed in accordance with the laws of India.

All disputes shall be subject to the **exclusive jurisdiction of competent courts in India**.

Contact

For policy-related communication only (no refund commitments implied):

 support@profitera.net