

# POLICIES



## Refund and Cancellation Policy

### Introduction

We, at Lawseva, are committed to delivering a product that meets your expectations. In the unlikely event that our Office Automation Software "CA CLOUD DESK" does not meet your needs, we provide a generous 15-day 'No Questions Asked' refund policy.

### The 15-Day Guarantee

If you find that the product is not a suitable match within 15 days from the date of purchase, we will promptly process a full refund. To initiate this, please reach out to our Customer Support Team by emailing [info@lawseva.com](mailto:info@lawseva.com) and include both your order number and reason for refund.

Refunds will be credited to the original mode of payment and may take up to 2 additional business days to reflect in your account after the approval and processing.

Kindly note that this 15-day 'No Questions Asked' refund policy applies exclusively to purchases made through our official website or authorized resellers. Third-party vendors may have separate refund policies.

### Refund Eligibility Criteria

1. Trial Period: Subscriptions cancelled during the trial period are eligible for a full refund.
2. First 15 Days: Full refund granted if cancellation occurs within 15 days of initial purchase.
3. Beyond 15 Days: No refunds will be issued after 15 days, due to the digital nature of our product.
4. Service Downtime: A pro-rata refund may be considered if service downtime exceeds 48 hours within a given month.
5. Exceptional Circumstances: Any exceptional cases will be reviewed individually for potential refunds.

### Refund Timeframes

Refunds will be processed within 5-10 business days upon receipt of your request and subsequent verification.

### **Procedures for Requesting a Refund**

- Email your refund request to [info@caclouddesk.com](mailto:info@caclouddesk.com) or contact us via WhatsApp at 0120 4308902.
- Include your account and payment details, along with your reason for requesting a refund.
- Upon verification, your refund will be processed by the aforementioned criteria.

### **Cancellation Procedures**

- Immediate Cancellation: Access your account dashboard to cancel your subscription at any time.
- Customer Support: Alternatively, email us at [info@caclouddesk.com](mailto:info@caclouddesk.com) for cancellation.

### **Cancellation Fees**

- Trial Period: No fees for cancellations made during the trial period.

### **Effective Date of Cancellations**

All cancellations become effective immediately upon confirmation from our Customer Support Team. No further charges will apply; however, partial subscription periods will not be refunded unless otherwise stated.

### **Policy Changes**

We reserve the right to amend this policy at any time. Any changes will be effective immediately upon posting an updated version on our website. We encourage you to regularly review this policy.

### **Contact Us**

For further queries regarding this Refund and Cancellation Policy, feel free to reach out to us:

- Email: [info@caclouddesk.com](mailto:info@caclouddesk.com)
- WhatsApp: 0120 4308902