

CANCELLATION & REFUND POLICIES

For **DULTR TECHNOLOGIES** | As per 03 July - 2023

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SUMMARY

Our company offers a clear and fair policy for cancellations and refunds, providing guidelines for customers to follow when requesting a cancellation or refund for our services.

CANCELLATION POLICY:

2023 • Subject to certain conditions and potential fees.

In effect

DULTR TECHNOLOGIES PVT LTD

- Customers may request to cancel services by contacting our customer support team.
- Cancellation requests received before 24 hours of the scheduled service will be eligible for a full refund.
- Cancellation requests received within 3 days of the scheduled service may be subject to a cancellation fee.
- In case of cancellation due to unforeseen circumstances or force majeure events, we will review each case individually and determine the appropriate refund or credit.

REFUND POLICY:

2023 • Subject to applicable terms and conditions and potential processing fees.

In effect

DULTR TECHNOLOGIES PVT LTD

Refunds for our services will be processed upon receiving valid refund requests.

- Refund requests must be submitted in writing to our customer support team.
- Refunds will be processed within 7 business days of receiving a valid refund request.
- Refunds will be issued using the original payment method.
- Refunds may not be provided for services already delivered or completed.
- Depending on the circumstances, refunds may be subject to a processing fee or deduction of any non-recoverable expenses incurred by our company.

2023 • Exceptions:

In effect

DULTR TECHNOLOGIES PVT LTD

Specific services may have their own unique cancellation and refund policies

- The following services may have specific cancellation and refund policies due to their nature, Development Services, Cyber Security Services, and Load Testing Services.
- If the transaction suspects as a fraudulent, we have have right to refuse/cancel the refund.

2023 • Changes to Services:

In effect

DULTR TECHNOLOGIES PVT LTD

We retain the right to make alterations to our services, such as updates to pricing, features, or availability.

- We reserve the right to make changes or modifications to our services, including pricing, features, and availability, without prior notice.
- In the event of a significant change to a service, we will provide customers with options for cancellations or refunds, as applicable.

2023 • Contact Information:

In effect

DULTR TECHNOLOGIES PVT LTD

For any inquiries or requests regarding cancellations or refunds, please reach out to our customer support team.

- Customer Can reach us at **support@dultr.com** for cancellation or refund requests.
- The cancellation or refund requests will process only on business day and operating hours.