

CANCELLATION & REFUND POLICY

RETAX INFOTECH PRIVATE LIMITED believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

1. Cancellation Policy

- a) Schools may request cancellation of their subscription to ERP services, payment solutions, or listing services at any time.
- b) If cancellation is requested within 7 days of service activation, the school will be eligible for a full refund, provided no significant usage of the services has occurred.
- c) After 7 days, cancellations will be processed, but no refunds will be provided for the ongoing subscription period.
- d) Any outstanding dues must be cleared before cancellation is processed.

2. Refund Policy

2.1 Issue of Refund

- a) If Schoogle fails to provide the agreed services due to technical or operational issues, a pro-rata refund may be issued at Schoogle's discretion.

2.2 Payment Dispute & Refunds

- a) If a payment is deducted but not reflected in the school's account, the school must raise a request within 7 working days of the settlement date.
- b) If the payment was unsuccessful due to technical errors or processing failures, the refund will be processed within 5-10 business days, depending on the payment method and platform.

2.3 Duplicate Payments

- a) If a school or parent makes a duplicate payment by mistake, they must submit a refund request within 7 days of the transaction.
- b) Upon verification, the refund will be processed within 5-10 business days.

3. How to Request a Refund or Cancellation?

To request a refund or cancellation, schools must:

Email: official@retax.in with the subject: Refund/Cancellation Request – [School Name].

Provide the following details in the email:

- School Name
- School Branch
- Registered Contact Details
- Transaction ID / Invoice Number
- Reason for Refund/Cancellation

Schoogle's team will review the request and respond within 3-5 business days.

4. Important Notes

- a) Refunds, where applicable, will be credited to the original payment method used.
- b) Processing fees, transaction charges, or third-party charges may be deducted from the refund amount.
- c) Schoogle reserves the right to deny refund or cancellation requests that do not comply with the above terms.

For any further assistance, please contact Schoogle Support at official@retax.in.