

## **REFUNDS AND CANCELLATION**

We thank you and appreciate you for availing the services on the Platform. Please read the policy, conditions and process carefully as they will give you important information and guidelines about your rights and obligations as our customer, concerning any purchase you make through us unless specifically stated otherwise on our service sale pages or readers offer advertisements. The policy with regard to the processing of the refund, shall be in accordance with the clauses as set forth:

### **1. PROCESSING OF REFUND**

You will be eligible for refund of the payment made towards the services availed only if you are a new User. You can apply for cancellation of your registration on the Platform and seek a refund through the refund option through the specific refund window on the Platform, only until 7 days after registration and availing the services on the Platform. If you are an existing User who has been vailing the services on the Platform for more than 7 days post registration, you will not be eligible for refund. You may however choose to cancel the registration and not avail the services any further. All payments made by you till the date of cancellation will be considered as rent towards the Services availed and you cannot claim a refund of the same.

You will be sent a reminder through SMS and e-mail prior to the completion of the term of your annual subscription plan. If you fail to renew your registration within 15 days of the completion of the term, which shall be construed as grace period, the Company shall terminate your use of the Platform.

You will be available for refund, if the payment has been deducted twice for the same service. You may report the error by sending a mail to [contact@thefuturewill.com](mailto:contact@thefuturewill.com).

All refunds will be processed within 5 working days of the request being initiated by you, to the initial ode of payment.

## **2. CANCELLATION**

As a User, you can cancel your registration at any point of time but you will be available for a refund only in accordance with the specifications of clause 1 above.

The Company may at its sole discretion may cancel any order(s):

- a. if it suspects a User has undertaken a fraudulent transaction, or
- b. if it suspects a User has undertaken a transaction which is not in accordance with the Terms of Use, or
- c. in case of unavailability of a service, or
- d. for any reason outside the control of the Company.
- e. if the Company does not want to do business with the User

Further, while all measures are taken to ensure accuracy of service specifications and pricing, the details of a service as reflected on the Website may be inaccurate due to technical issues, typographical errors or incorrect service information set out on the Platform and in such an event you shall be notified as soon as such error comes to the notice of the Company. In such event, the Company reserves the right to cancel your order and refund any money that may have been paid by you towards the purchase of such services.

We maintain a negative list of all fraudulent transactions and non-complying users and reserve the right to deny access to such users at any time or cancel any orders placed by them in future.