Payment and Refund Policy Template

IDA - Ingenium Digitus Amicita(OPC) Private Limited

Effective Date: **3rd October 2024**

Last Updated: **1st September 2025**

1. Introduction and Acceptance of Policy

This Payment and Refund Policy outlines the terms and conditions for all payments made to and refunds issued by **IDA - Ingenium Digitus Amicita (OPC) Private Limited**("IDA," "we," "us," or "our") for the purchase of our Software as a Service (**SaaS**) products and various **Tech Services** (including consulting, development, and support).

By purchasing or subscribing to any of our services, you (**"Client"** or **"you"**) agree to be bound by this Policy, our **Terms of Service**, and our **Privacy Policy**. IDA reserves the right to modify this Policy at any time, and changes will be effective immediately upon posting to our website.

2. Payment Methods and Terms

IDA accepts the following methods of payment:

2.1 Accepted Payment Channels

- **Website Portal:** Payments made directly through our official website **www.idatech.co.in** using major **credit/debit cards** or other integrated payment solutions.
- **Payment Links:** Secure payment links generated by IDA and sent to the Client via email or other agreed-upon communication channels.
- **Bank Transfer/Wire:** Direct deposit or transfer to IDA's designated bank account. The Client is responsible for any bank fees, intermediary fees, or foreign exchange charges associated with the transfer. **Note:** Payment is only considered "received" once the funds have cleared into IDA's account.

2.2 Currency and Due Dates

- **Currency:** All prices and payments are processed in **Indian Rupees - INR** unless otherwise explicitly agreed upon in a formal contract or invoice.
- **Payment Due:** All invoices for services or subscriptions are due upon receipt, or on the specific due date indicated on the invoice or subscription agreement.

2.3 Late Payments and Suspension of Service

- IDA reserves the right to charge a late fee agreed explicitly over email or MoU per month (or the maximum amount permitted by law) on any overdue balance.
- If payment for any service, including SaaS subscriptions, is not received within **15** days of the due date, IDA reserves the right to **suspend or terminate** access to the service or halt ongoing project work until the full outstanding balance is paid.

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3. Pricing, Billing, and Taxes

- **Pricing Changes:** IDA reserves the right to change the pricing for any of its products or services. For **SaaS subscriptions**, pricing changes will be communicated at least **30** days before taking effect and will apply to the next billing cycle.
- **Taxes:** All stated prices are exclusive of any applicable local, state, federal, or international **taxes, duties, or tariffs**. The Client is solely responsible for paying any such taxes levied on their purchase. IDA will collect and remit sales tax where legally required to do so.

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4. General Refund Policy Overview

IDA is committed to customer satisfaction. Our refund policy is structured differently for our continuous **SaaS products** and our **project-based Tech Services**.

- **Refund Requests:** All refund requests must be submitted in writing to the contact information provided in Section 9.
- **Eligibility:** Refunds are granted only in accordance with the specific terms outlined in Sections 5 and 6 below.

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5. Refunds for SaaS (Software as a Service) Subscriptions

5.1 Monthly Subscriptions

- **No Prorated Refunds:** IDA **does not** offer refunds for any partial month of service for monthly subscriptions. Cancellation takes effect at the end of the current billing cycle, and access continues until that date.

5.2 Annual Subscriptions

- **Cancellation within 30 Days:** If a Client cancels an annual subscription within **30** days of the initial purchase or renewal date, they are eligible for a **full refund**.

- **Cancellation After 30 Days:** If cancellation occurs after **30** days, IDA **does not** provide a refund for the remaining subscription period. Access will continue until the end of the contracted annual term.

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6. Refunds for Tech Services (Consulting, Development, Support)

Tech Services are generally project-based and involve the dedicated allocation of personnel and resources.

6.1 Retainers and Deposits

- **Non-Refundable Retainers:** Any initial retainer or deposit required to begin a project is typically **non-refundable**, as it covers initial project scoping, resource allocation, and administrative setup. This will be explicitly stated in the Statement of Work (**SOW**).

6.2 Project Milestones

- **Refunds based on SOW:** Tech Service projects are generally billed according to project **milestones**. Once a milestone has been completed and **formally approved** by the Client, the payment for that milestone is **non-refundable**.
- **Cancellation Mid-Milestone:** If the Client cancels a project *before* a milestone is completed, IDA will issue a refund for any prepaid amounts, **minus** the cost of work already performed up to the cancellation date, calculated at IDA's standard hourly rate specified in the SOW.

6.3 Client Dissatisfaction

- In the event of significant Client dissatisfaction with the service delivery, the Client must formally notify IDA in writing. IDA will first be granted an opportunity to **remedy the issue** at no extra cost. If the issue cannot be resolved to the mutual satisfaction of both parties, IDA and the Client will negotiate an appropriate partial refund, not to exceed the payment made for the specific unapproved milestone or service component in question.

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7. Refund Processing

7.1 Submission and Review

- To request a refund, the Client must submit a written request detailing the service purchased, the payment date, the amount paid, and the specific reason for the refund request.
- IDA will review the request against the terms of this Policy and aims to respond within **7** business days.

7.2 Refund Method and Timeline

- Refunds will be processed back to the original method of payment (e.g., credit card, bank account used for the transfer) unless otherwise agreed upon.
- Once a refund is approved, it may take **7-10** business days for the funds to be reflected in the Client's account, depending on the Client's bank or payment processor.

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8. Non-Refundable Items and Exceptions

The following payments and items are typically **not eligible** for a refund:

- Any service provided on an **"as-is"** basis, clearly marked as such.
- Any costs associated with **third-party software licenses** purchased on the Client's behalf.
- **Custom integration or development fees** once the integration has been successfully deployed and approved.
- **Professional services** that have been rendered, including time and materials spent, even if the project is later cancelled by the Client.

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9. Contact Information

For any questions regarding this Payment and Refund Policy, please contact us at:

IDA - Ingenium Digitus Amicita

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Phone: +91 8097674333Mailing Address: Flat 702 B-5 Rosa Oasis Near Corsica Building, Thane West 400607