

Refund Policy

Effective Date: 20/11/2023

Welcome to Thinkflow Solutions Pvt. Ltd. ("Thinkflow," "we," "us," or "our"). This Refund Policy outlines the terms and conditions for refunds related to our products and services. By using our website, products, and services, you agree to the terms outlined in this Refund Policy.

1. Eligibility for Refunds

Digital Products and Services:

Refunds for digital products or services are provided solely at the discretion of Thinkflow. Eligibility for a refund may be determined based on factors such as technical issues, service disruptions, or dissatisfaction with the product or service.

2. Refund Procedure

2.1 Requesting a Refund:

To request a refund, please contact our customer support team at [info@thinkflowsolutions.com] within [5 days] of the purchase or delivery date. Clearly state the reason for your refund request and provide any necessary details or documentation.

2.2 Refund Evaluation:

Upon receiving your refund request, we will evaluate it based on the eligibility criteria outlined in Section 1. We may contact you for additional information if needed.

2.3 Refund Approval:

If your refund request is approved, we will process the refund using the original payment method. Refunds may take [10 business days] to appear in your account.

2.4 Denied Refunds:

If your refund request is denied, we will provide a detailed explanation for the decision. You may contact our customer support team for further clarification.

3. Processing Time

Refunds are typically processed within [10 business days] from the date of approval. The processing time may vary depending on the payment method and financial institution.

4. Exceptions

4.1 Services Already Rendered:

Refunds may not be issued for services that have already been rendered, except in cases of dissatisfaction or failure to meet agreed-upon service standards.

4.2 Late or Missing Refunds:

If you haven't received a refund within the specified processing time, please check your bank account and contact your financial institution. If the issue persists, contact our customer support team at [info@thinkflowsolutions.com].

5. Contact Information

If you have any questions or concerns about this Refund Policy, please contact us at [info@thinkflowsolutions.com].

By using our website or services, you acknowledge that you have read and understood this Refund Policy.