

## Refund Policy

At Katsam Private Limited, we strive to deliver high-quality services that meet or exceed your expectations. However, we understand that circumstances may arise where a refund is requested. This Refund Policy outlines the terms and conditions under which refunds may be issued.

### 1. Eligibility for Refunds

Refunds will be considered in the following situations:

- If you cancel the service before the work has commenced.
- If the service provided is incomplete or not as per the agreed terms outlined in the initial quote.

### 2. Refund Calculation

Refunds will be calculated based on:

- The total amount of the quote shared at the time of service agreement.
- The percentage of work completed at the time the refund request is made.
- Any costs incurred for resources, tools, or services already utilized.

#### Formula for Refund Calculation:

Refund Amount = Total Quoted Amount × (1 - Work Completed Percentage) - Non-Recoverable Costs

### 3. Non-Refundable Scenarios

The following situations are not eligible for refunds:

- The service has been completed in full as per the agreed scope.
- A significant portion of the work has been completed and meets the agreed quality standards.
- Cancellation or refund requests made beyond the service completion timeline.

### 4. Refund Process

- Refund requests must be submitted in writing to [contact@yourcompany.com] within 7 days of the issue occurrence.
- Our team will evaluate the request and provide a resolution within 14 business days.
- Approved refunds will be processed via the original payment method within 7 business days after approval.

### 5. Contact Us

If you have any questions or concerns about this policy, please contact us at:

- **Email:** support@katsamsoft.com
- **Phone:** +919111699262

This policy is effective as of 18<sup>th</sup> Nov 2024 and is subject to updates or changes at our discretion.