

REFUND POLICY

CLAIM YOUR REFUND:

A warm-hearted welcome to our customers. You can now find our company's refund policy here. Quite often our products will not be subjected to refund. That is, we usually provide product that has its best standard for our precious customers. But in case, if our customer demands it for a valid reason, 100% refund would be provided in 30 days by our help and support system.

TIMELINE:

If you were satisfied with our product or service, we need you to rate on the quality of the product or service you have purchased. If you find any issue with the product or service or if you have received a different product/service, you can send an immediate refund request. This can be done by sending a mail to info@vpmnetworks.com. Remember that you have to apply for refund on or before the deadline and no extension of date is applicable.

PROBLEMS ON WHICH YOU CAN CLAIM REFUND:

If it takes too long to receive the product or Service. If you find the Issue has not been resolved. Technician has fixed part for your Problem. Other issues (State the reason)

A VALIDITY CHECK:

Before we proceed with your refund request, we check for its validity. The significant thing you have to ensure is that, you send us a well grounded in logic reason for your refundable amount. In turn, you will get an acknowledgement from our company stating whether your logic was valid or invalid. If we find it invalid, we are sorry then refunds could not be provided.

This Agreement is governed and construed in accordance with the Laws of India. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in Goa, in all disputes arising out of or relating to the use of this section. Every Transaction Reversal would attract Transaction Reversal Charges as levied by the Payment Gateway Service Provider.

WHAT IF VALID?

Contact our help desk and ask for any rectification. We clearly make a note of it and try to fix your problem within the specified time. If we could find it, we will notify you as soon as possible. Sometimes, if the problem could not be fixed by our team we

will refund your entire money. For further help contact the helpline given in our website!

NO REFUND IS APPLICABLE IN BELOW CASES

If the New Customer of any plan denied/cancel the Activation after network connectivity / Deployment of Fibre due to any reason then Installation charges will not be refunded, however plan charges will be refunded within 30 days. The request for refund will be considered in case of VPM NETWORKS inability to restore the connectivity due to reasons such as site out of service, due to permission issues or other situations with similar effect.

NO REFUND IS APPLICABLE IN ANY OTHER CASES.

If refund is applicable then, Plan charges corresponding to the number of days/months of use/data transfer shall be payable/deducted from the upfront amount received to determine refund, if any. Full month shall be counted in case the usage is for part of the month.

Customer needs to surrender VPM NETWORKS Network Equipment in working condition. In case of non-receipt of Equipment in non-working condition the penalty will be applicable. tax shall be accounted for against the charges. Refund, if applicable will be processed within 30 working days from the date of cancellation.