

Refund and Cancellation Policy

For Customer

1. Introduction

This Refund and Cancellation Policy (“Policy”) explains how refunds and cancellations are handled for services booked through **Extrovertt / INFYLENS TECHNOLOGIES PRIVATE LIMITED** (“Company”, “We”, “Us”, or “Our”) via our mobile application, website, and related services (collectively, the “Platform”).

By booking a service through the Platform, you (“Customer”, “You”, or “Your”) agree to the terms of this Policy.

2. Payment Terms

All service payments are made by the Customer **after the completion of the service (“Post-Service Payment”)**.

Such payments are made **securely through the Platform** using the available digital payment options.

The Company acts solely as a **digital intermediary** for facilitating the payment between the Customer and the respective salon, parlour, or service provider (“Vendor”).

3. Refund Policy

Since payments are made **after the completion of services, no refunds** are applicable under any circumstances.

Refunds shall **not** be issued for reasons including, but not limited to:

- Dissatisfaction with the quality or outcome of the service,

All services are rendered directly by the Vendor, and the Company does not hold or retain any Customer payment beyond what is necessary for transaction processing.

The Company shall **not be liable** to provide refunds once a post-service payment has been successfully processed through the Platform.

4. Cancellation Policy

As all bookings are made **via direct phone calls**, where the Vendor’s contact number is displayed on the Platform:

- The Customer may **cancel or reschedule** their booking **by calling the same number** used to make the booking.
- The Company does **not manage or process cancellations** directly through the Platform.
- Any cancellation, rescheduling, or related agreement shall be handled directly between the Customer and the Vendor.
- The Company bears **no responsibility** for enforcing cancellations or refunds resulting from such requests.

5. Exceptional Circumstances

In rare cases where a **technical error** or **payment gateway malfunction** results in duplicate or incorrect post-service payment, Customers must notify the Company within **48 hours** of the transaction by writing to **infylenstechnologies@gmail.com** along with proof of payment.

After verification, the Company may initiate a refund to the original payment method, if applicable.

6. Dispute Resolution

Any dispute or grievance related to the quality of service, pricing, or appointment management shall be resolved **directly between the Customer and the Vendor**.

The Company acts only as a digital intermediary and shall not be liable for any service-related or payment-related disputes arising between the parties.

7. Contact Us

For questions, technical issues, or assistance regarding this Policy, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

Last Updated: 12 NOV 2025

For Vendors

1. Introduction

This Refund and Cancellation Policy ("Policy") governs the terms under which refunds and cancellations are handled for Vendors ("You", "Your", or "Vendor") registered on **EXTROVERTT / INFYLENS TECHNOLOGIES PRIVATE LIMITED** ("Company", "We", "Us", or "Our") through our mobile application, website, or related services (collectively, the "Platform").

By subscribing to or making any payment on the Platform, the Vendor agrees to be bound by the terms of this Policy.

2. Refund Policy

- All payments made by the Vendor towards the **Monthly Platform Usage Fee** or any other **subscription-based service charges** are **non-refundable**.
- Once a payment has been processed — whether made manually or through an auto-debit/e-mandate — **cannot be refunded, reversed, or transferred**, regardless of usage duration or Vendor inactivity.
- The Company does **not** provide any partial or prorated refunds for unused days, service discontinuation, or deactivation of Vendor accounts.
- In case of **technical errors** leading to duplicate charges, the Vendor must notify the Company within **7 (seven) business days** of payment by emailing infylenstechnologies@gmail.com with proof of transaction. Verified duplicate payments may be refunded to the original payment method after verification.

3. Cancellation Policy

- Vendors who have subscribed to the Platform on a **monthly recurring basis** through an **e-mandate, standing instruction, or auto-debit arrangement** may cancel their active subscription **through the Vendor Admin Dashboard** available on the Platform.
- Upon successful cancellation through the dashboard, no further payments will be charged from the next billing cycle.
- The cancellation will **not affect any payments already processed** prior to the cancellation date, and no refund shall be provided for such payments.
- If a Vendor fails to cancel the e-mandate before the next billing date, the payment for that cycle shall be processed automatically and will remain non-refundable.
- Once cancelled, the Vendor's access to paid features and services may be restricted or discontinued at the end of the ongoing billing period.
- In case the Company does not receive the Monthly Platform Usage Fee after the e-mandate process due to insufficient bank balance or any payment failure, a grace period of 3 (three) days will be provided to the Vendor to complete the payment. Failure to make the payment within this period will result in automatic termination of the Vendor account and suspension of all associated services.

4. Company's Rights

- The Company reserves the right to modify, suspend, or terminate any Vendor's subscription in case of violation of Platform Terms, misuse of services, or legal non-compliance.
- Such termination shall not entitle the Vendor to any refund or compensation for prepaid fees.

5. Dispute Resolution

Any dispute regarding payment deductions, subscription cancellation, or refund eligibility shall be addressed by writing to infylenstechnologies@gmail.com . The Company's decision on such matters shall be final and binding.

6. Contact Us

For any queries, support, or cancellation assistance, please contact:

INFYLENS TECHNOLOGIES PRIVATE LIMITED

Email: infylenstechnologies@gmail.com

Address: C/O LACHIT GOHAIN, STATION RD NAHARKATIA, DULIAJAN, DIBRUGARH, 786602, ASSAM

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