



Cancellation and Refund Policy

Effective Date: 1ST, June 2023

This Cancellation and Refund Policy outlines the terms and conditions for canceling services and requesting refunds from Urbanchat Technologies Private Limited ("we," "us," or "our"). By using our services, you agree to the terms of this policy.

1. Cancellation Policy:

1.1 Service Cancellation:

You have the right to cancel your subscription or service with Urbanchat Technologies Private Limited at any time. To initiate the cancellation, please contact our customer support team through the provided contact details.

1.2 Effect of Cancellation:

Upon canceling your subscription or service, you will no longer have access to our premium features or benefits. Your cancellation will take effect immediately, and no further charges will be made to your account.

2. Refund Policy:

2.1 No Refunds:

We do not offer refunds for canceled subscriptions or services. Once you have paid for a subscription or service, the payment is non-refundable.

2.2 Trial Period:

To ensure customer satisfaction, we provide a free trial period of 7 days for you to evaluate our product and services. During this trial period, you can use our services without any charges. We encourage you to thoroughly evaluate our product and make an informed decision before purchasing a subscription.

2.3 No Refund Exceptions:

Except as expressly stated in this policy, no exceptions to our refund policy will be made. This includes, but is not limited to, technical issues, user dissatisfaction, change of mind, or failure to utilize the services during the trial period.

3. Contact Us:

If you have any questions, concerns, or requests regarding this Cancellation and Refund Policy, please contact our customer [support team at rahulmohan@urbanchat.in](mailto:rahulmohan@urbanchat.in). We will be happy to assist you and address any issues you may have.

Please note that this Cancellation and Refund Policy applies only to services provided by Urbanchat Technologies Private Limited and does not cover third-party products or services that may be integrated or recommended within our platform.