

## Sales and Refund Policy

Thanks for shopping at Chrixo. We want you to have a rewarding experience while you're exploring, evaluating, and purchasing our products and services, whether on Chrixo Online Store, or calling Retail Customer Care. By placing an order or making a purchase at Chrixo Store, you agree to the terms below, along with Chrixo' Privacy Policy and Terms of Use.

### Standard Return Policy

We believe you will be thrilled with the services you purchase from Chrixo. In the unlikely event a product/service is not what you expected, you can return or exchange it with a receipt within 14 days of the date you receive the product/service from Chrixo.

This Refund Policy outlines the terms and conditions under which Chrixo Technologies Private Limited ("we," "us," or "our") provides refunds for the services rendered. We strive to deliver high-quality services and ensure client satisfaction. However, we understand that circumstances may arise where a refund is warranted.

#### 1. Eligibility for Refunds:

Refunds may be considered under the following circumstances:

- **Service Failure:** If we fail to deliver the agreed-upon services as outlined in the service agreement or statement of work (SOW), and the failure is directly attributable to our negligence or incompetence.
- **Significant Deviation from Specifications:** If the delivered service significantly deviates from the agreed-upon specifications and requirements, and the deviation materially affects the service's functionality or usability.
- **Billing Errors:** If there is a demonstrable error in billing, such as overcharging or charging for services not rendered.
- **Service Cancellation (Subject to Terms):** Depending on the specific service agreement, partial refunds may be considered for services cancelled within a specified timeframe.
- **Prepaid Services where Service cannot be performed:** If a client has prepaid for a service and circumstances beyond the clients control prevent the service from being performed, and the issue is not resolved by our company.

#### 2. Non-Refundable Services:

The following services are generally non-refundable:

- **Completed Services:** Services that have been completed and accepted by the client.
- **Time and Materials (T&M) Services:** Services billed on a time and materials basis, where the client has approved the work performed.
- **Third-Party Software and Hardware:** Licenses and hardware purchased on behalf of the client, as these are subject to the vendor's refund policies.
- **Services Affected by Client Negligence:** Services affected by client negligence, such as providing incorrect information or failing to follow instructions.
- Services affected by changes made by the client after the project is completed.
- Services that are negatively affected by 3rd party services or software not maintained by our company.

## Legal

### 3. Refund Request Procedure:

To request a refund, the client must:

- Submit a written refund request to [support@chrixo.com](mailto:support@chrixo.com) within 14 days of the service issue or billing error.
- Clearly state the reason for the refund request and provide supporting documentation, such as screenshots, error logs, or relevant communication.
- Include the invoice number and service agreement details.

### 4. Refund Evaluation and Processing:

We will evaluate the refund request within 10 business days of receipt. We may request additional information or documentation from the client to assess the request. If the refund request is approved, we will process the refund within 3-7 business days using the original payment method, or an agreed upon alternative. Partial refunds may be issued. Refunds will be issued in the currency that the client paid. Any associated fees or charges, such as bank transfer fees, will be deducted from the refund amount.

### 5. Dispute Resolution:

If the client disagrees with our refund decision, they may escalate the matter to the Grievance Officer reachable at [grievance@chrixo.com](mailto:grievance@chrixo.com).

### 6. Policy Modifications:

We reserve the right to modify this Refund Policy at any time. Any changes will be posted on our website and will be effective immediately.

### 7. Contact Information:

For any questions or concerns regarding this Refund Policy, please contact us at:

Chrixo Technologies Pvt Ltd

Plot No. 33, Jamb Road

Mangrulpir 444404

Washim MS

India

Phone: +91 9667982960

Email: [info@chrixo.com](mailto:info@chrixo.com)

### 8. Important Notes

This Refund Policy is subject to the terms and conditions outlined in the service agreement or statement of work (SOW). We are committed to resolving refund requests fairly and efficiently. This policy does not affect any statutory rights a client may have.